C.O.S

User Manual

Version 1.3 October 2010

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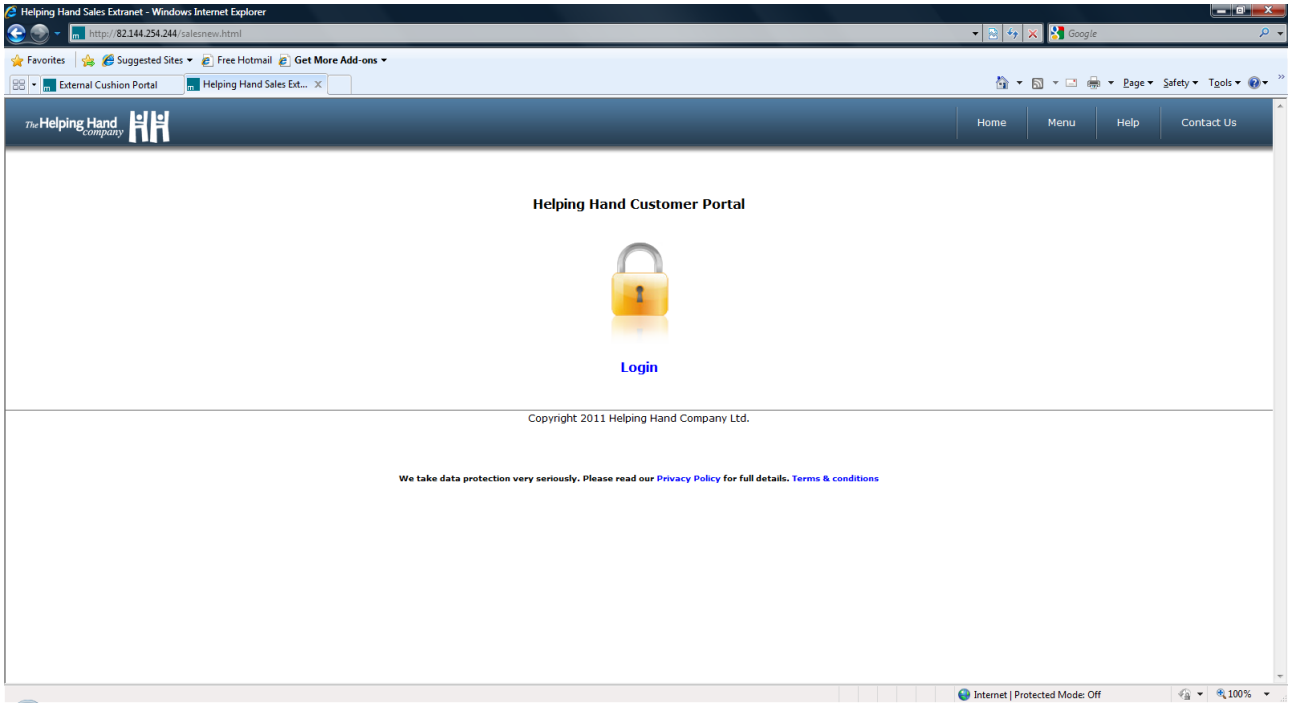
Helping Hand Company
Cushion Online Service

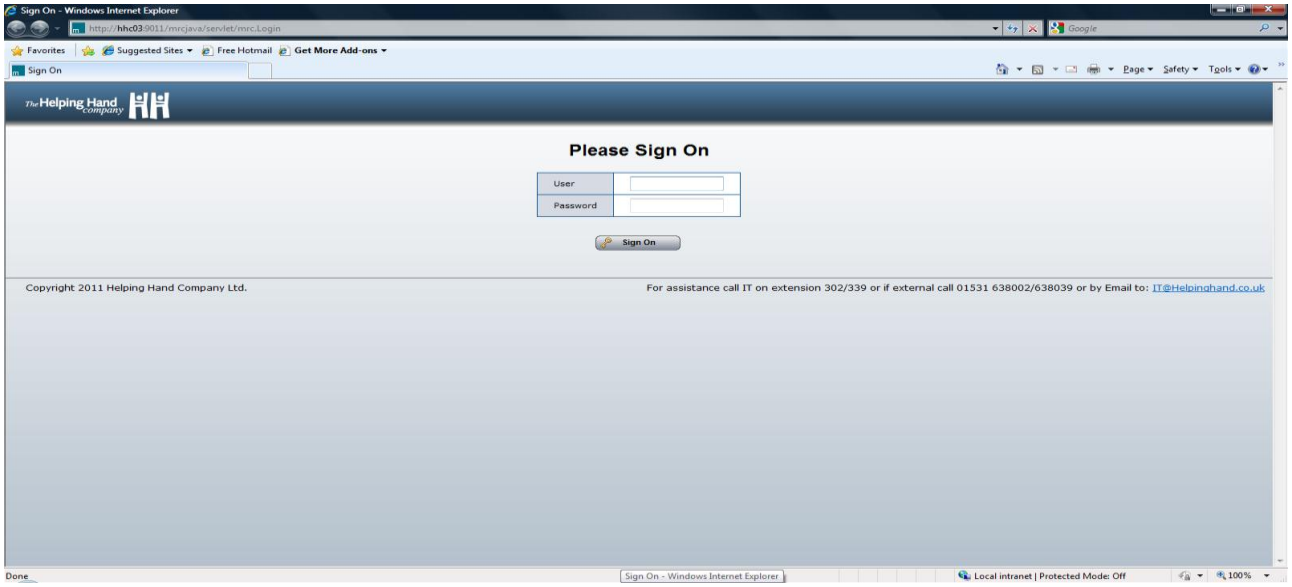
This is the user manual for the Helping Hand Cushion Shop.
To be able to use the Cushion Shop you will need a user-id and password, please contact the Helping Hand Company.

To access the cushion shop: http://82.144.254.244/sales.html.

The first screen will be displayed.

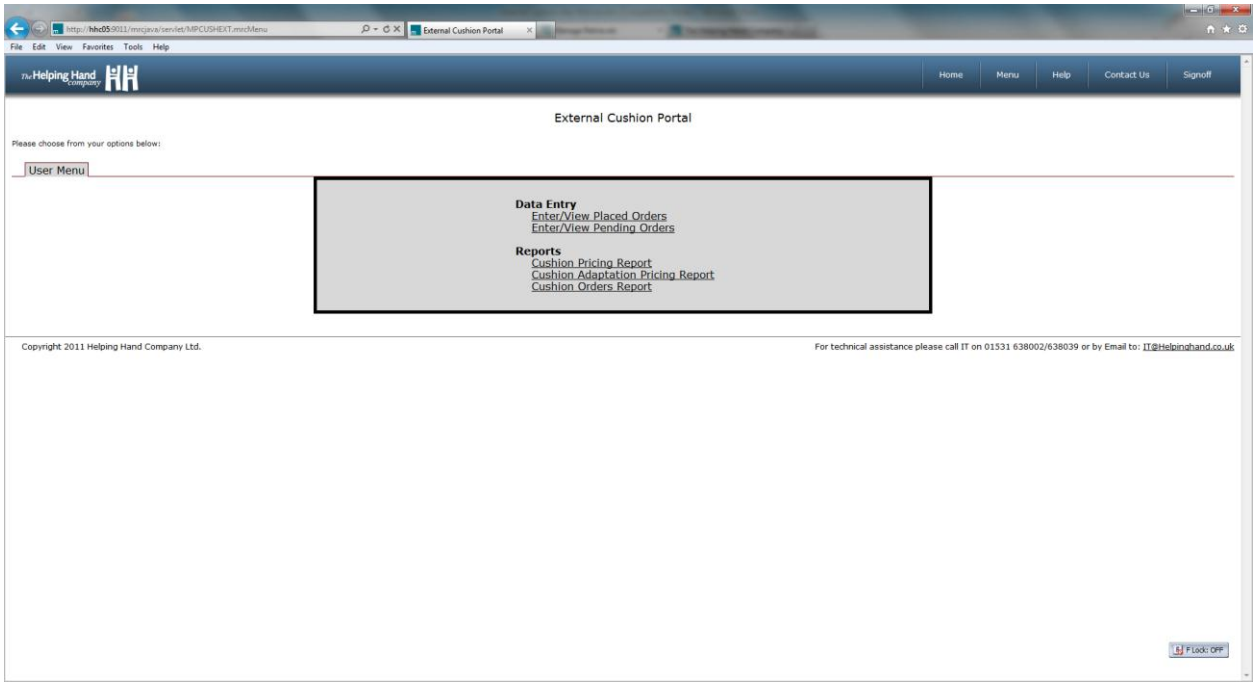


Click on the LOGIN image to access the Cushion Shop. The following sign on screen will be displayed.



Please log on using the previously supplied user-id and password. Please note the user-id is in CAPITALS and the password in lower case.

The following screen will be displayed.



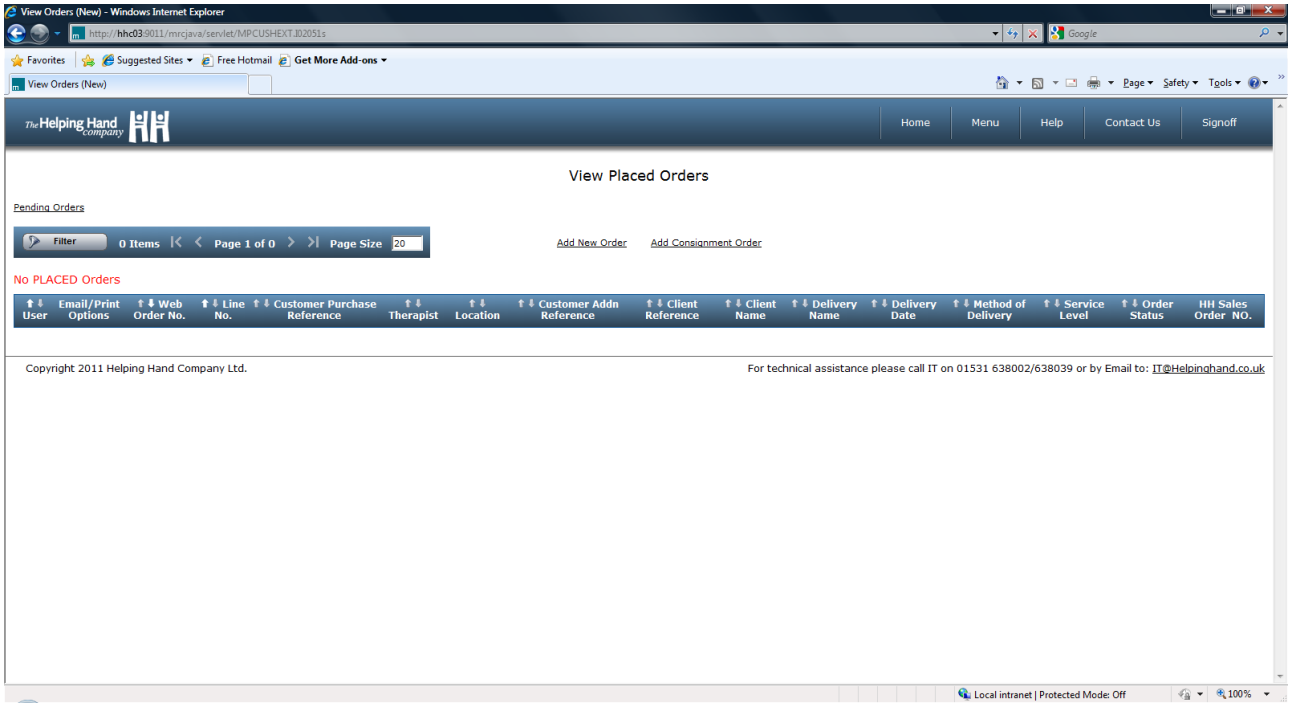
If you are not successful please try again, you are allowed 3 unsuccessful attempts before your user-id is invalidated.

In the event that you invalidate our log-in, please immediately contact Pressure Care Sales on 01531 638025 or 01531 638035.

Menu Options:

1. Enter / View Orders

This option allows you to enter new web orders or view previously entered web orders.
When you click on this option the following screen is displayed.

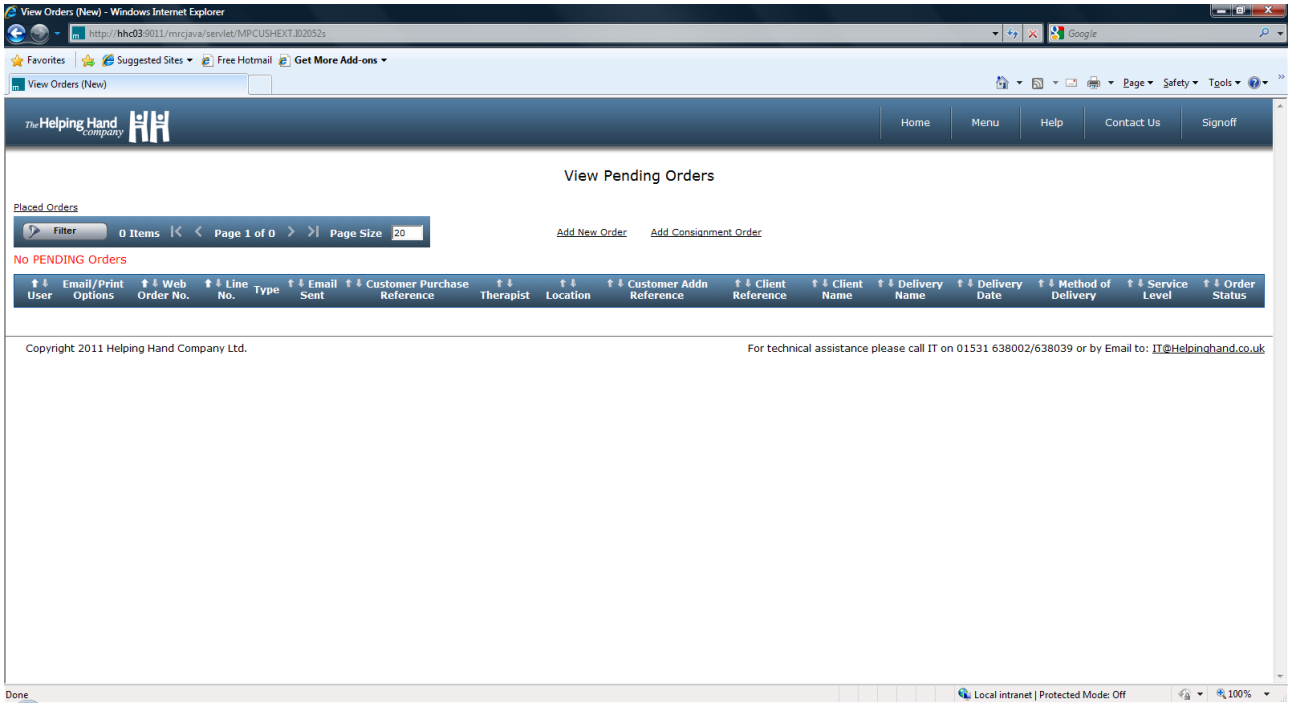


The screen displays the PLACED orders and also shows 3 other links as follows:

- PENDING Orders (shown below) – These are orders started but not completed as they are awaiting final authorisation.
- ADD NEW Order – This will allow you to enter a new order.
- ADD CONSIGNMENT Order – This will allow you to place a consignment stock order

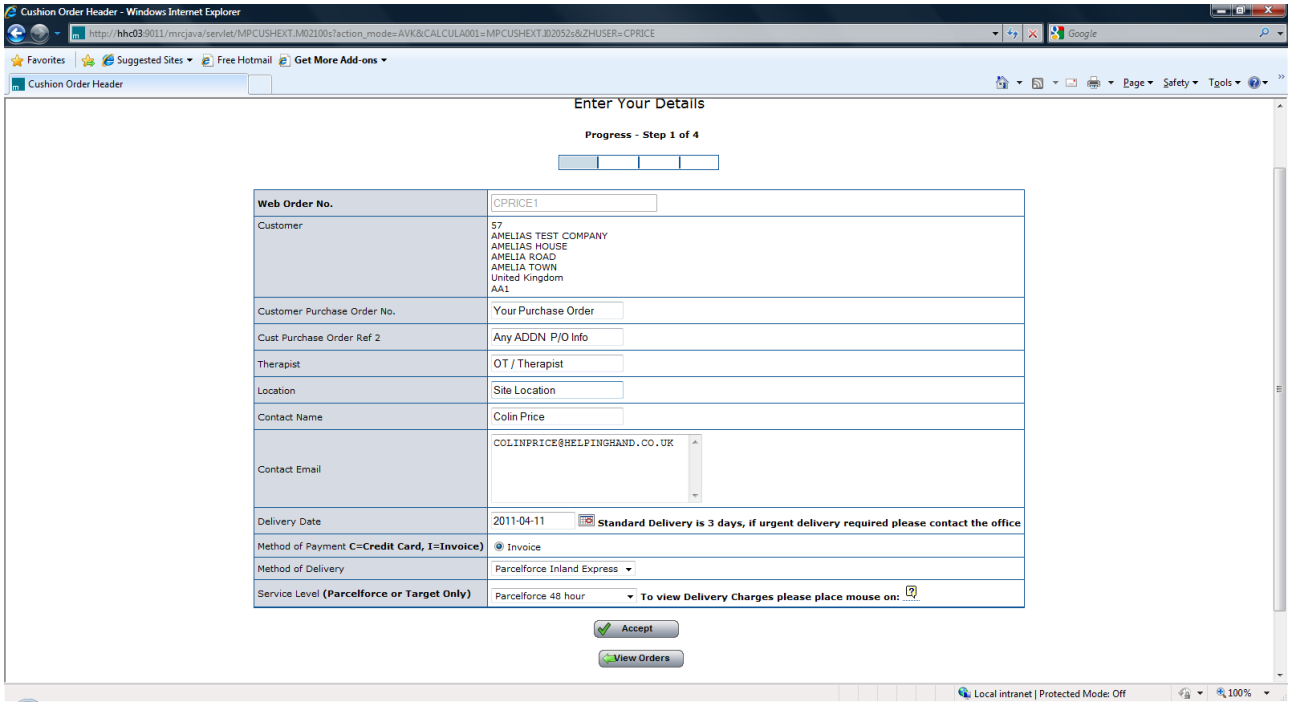
The PENDING Orders screen also has 3 links as follows:

- PLACED Orders (as above)
- ADD New Order (as above)
- ADD CONSIGNMENT Order – This will allow you to place a consignment stock order


View Orders (New) - Windows Internet Explorer
Favorites
Suggested Sites
Free Hotmail
Get More Add-ons
View Orders (New)
Home
Menu
Help
Contact Us
Signoff
View Pending Orders
Placed Orders
Filter
0 Items
Page 1 of 0
Page Size
20
Add New Order
Add Consignment Order
No PENDING Orders
User
Email/Print Options
Web Order No.
Line No.
Type
Email Sent
Customer Purchase Reference
Therapist
Location
Customer Addn Reference
Client Reference
Client Name
Delivery Name
Delivery Date
Method of Delivery
Service Level
Order Status
Copyright 2011 Helping Hand Company Ltd.
For technical assistance please call IT on 01531 638002/638039 or by Email to: IT@Helpinghand.co.uk
Done
Local intranet | Protected Mode: Off
100%

STEP 1: ADDING A NEW ORDER

When you click on the ADD NEW Order the following screen is displayed. The sample screenshot shows the information that should be entered.

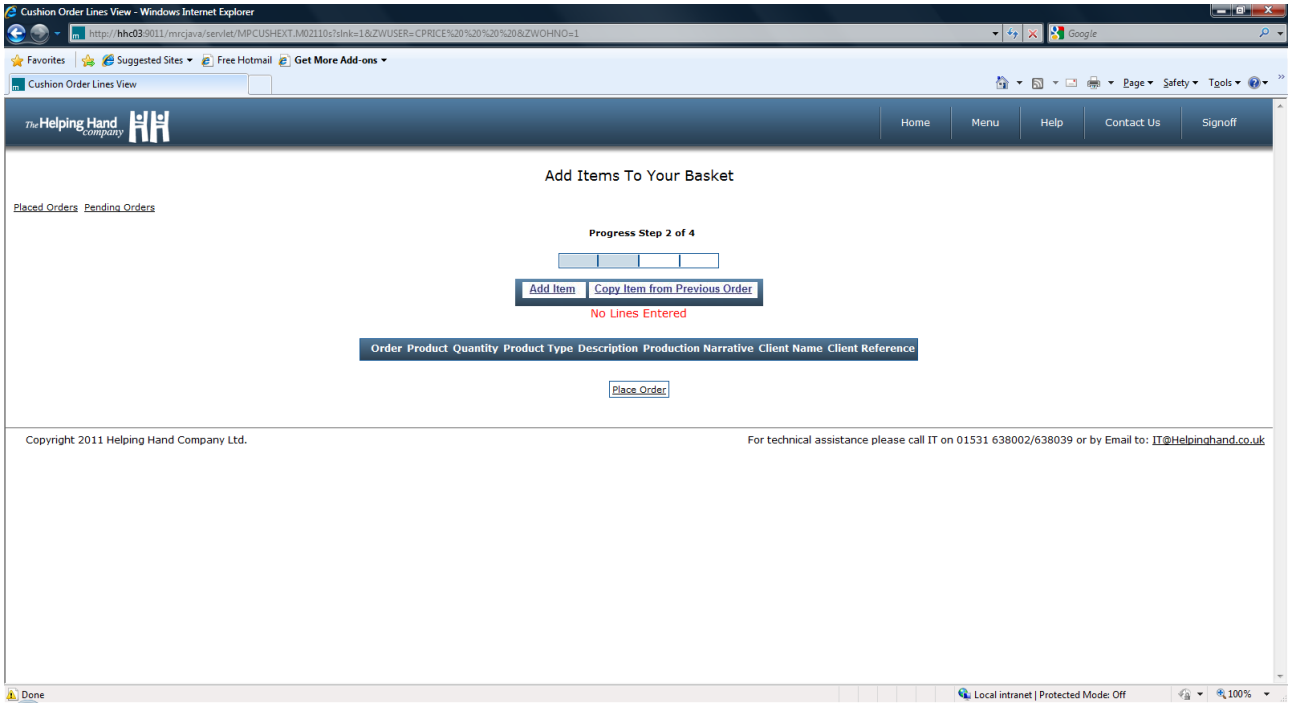


Field Description	Data Required	Explanation
Customer Purchase Order No.	Enter Your Purchase Order No. or can be set to default a customer P/Order	Mandatory – must be entered.
Customer Purchase Order Ref 2	Additional Purchase order information	Optional
Therapist	Therapist Name	Optional; Used in Reporting
Location	Site Location	Optional; Used in Reporting
Contact Name	Defaults to User Name	
Contact Email	Defaults to User Email Address	
Delivery Date	Defaults to standard 3 days delivery	Can be changed, if required earlier please contact the office.
Method of Payment	Defaults to Invoice	Change if paying by credit card
Service Level	Defaults to Parcelforce 48 hour delivery	Can change but will incur additional charges as shown

Click on the ACCEPT button to proceed to STEP 2. If you want to cancel this entry click on the 'Back to View Orders' which will take you back to the PLACED ORDERS screen.

When you click on ACCEPT you will proceed to the next step which is where you enter the cushions you require via the configuration model.

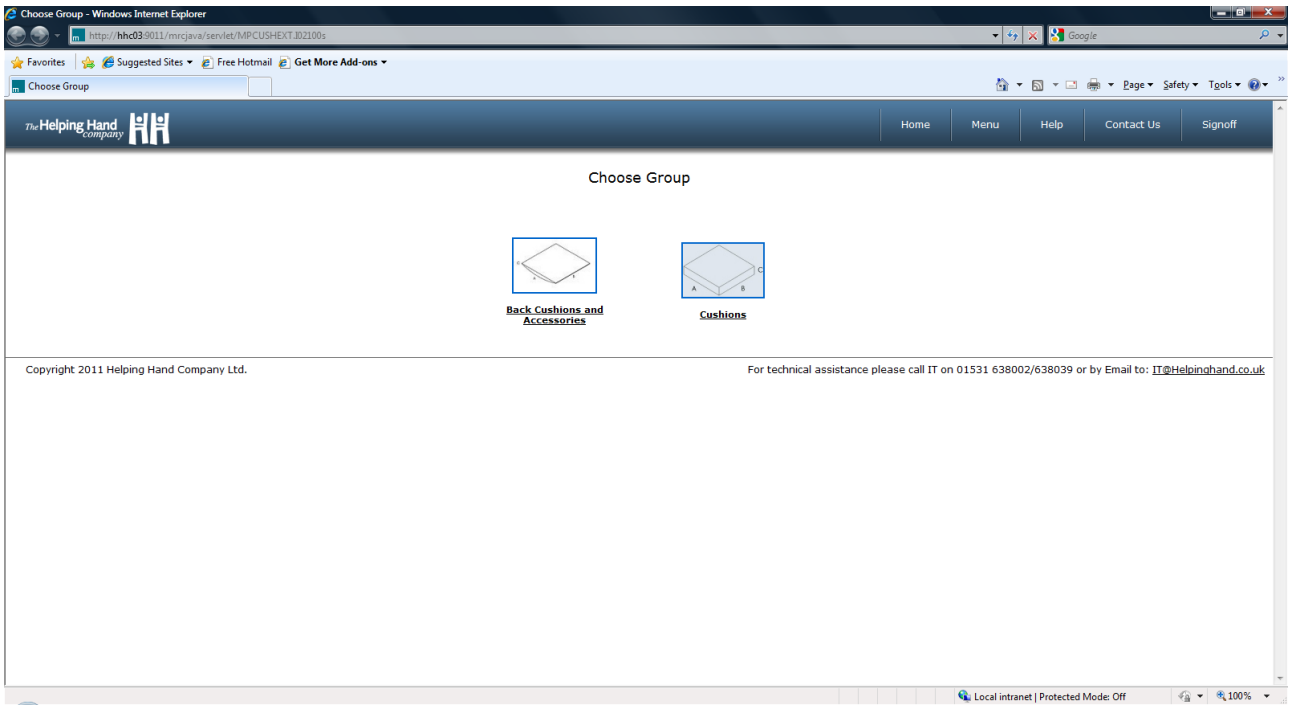
STEP 2: ADDING A NEW ITEM


Cushion Order Lines View - Windows Internet Explorer
Cushion Order Lines View
The Helping Hand company
Home
Menu
Help
Contact Us
Signoff
Add Items To Your Basket
Placed Orders
Pending Orders
Progress Step 2 of 4
Add Item
Copy Item from Previous Order
No Lines Entered
Order Product Quantity Product Type Description Production Narrative Client Name Client Reference
Place Order
Copyright 2011 Helping Hand Company Ltd.
For technical assistance please call IT on 01531 638002/638039 or by Email to: IT@Helpinghand.co.uk
Done
Local intranet | Protected Mode: Off

There are two options available for you to use:

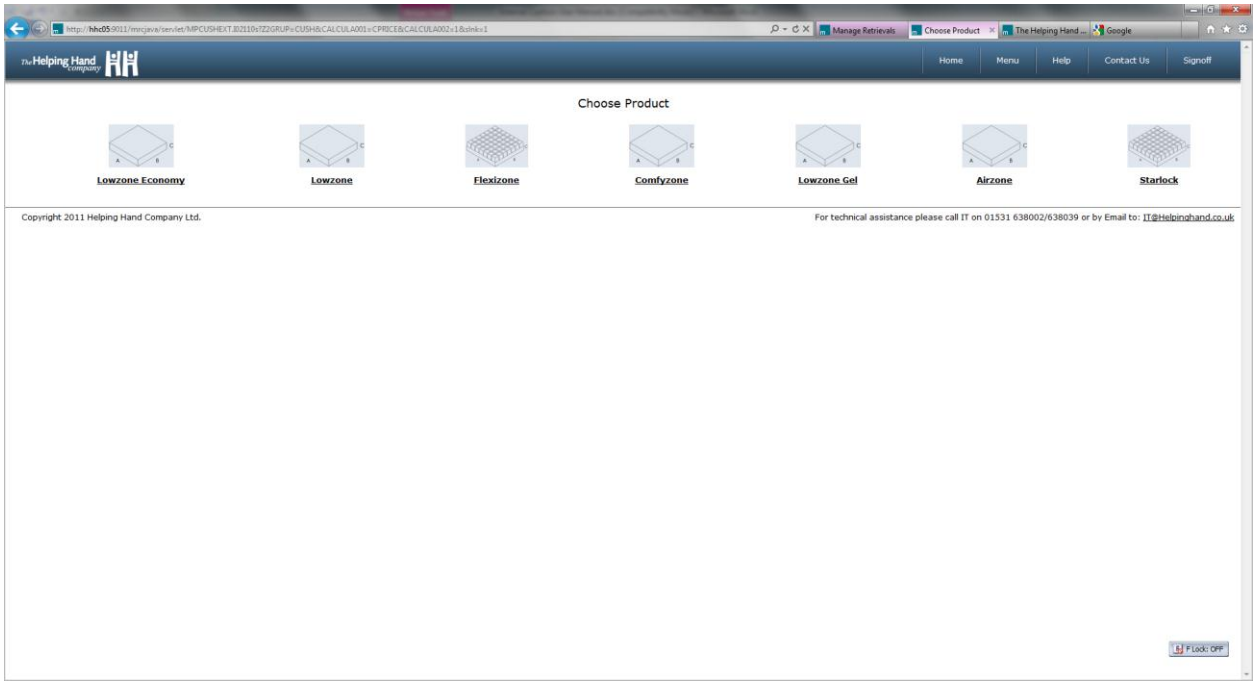
- Add Item – This will allow you to add/configure a new line
- Copy item from a previous order – This will allow you copy a previously configured cushion

When you click on Add Item you are guided through a number of selection screens as follows:

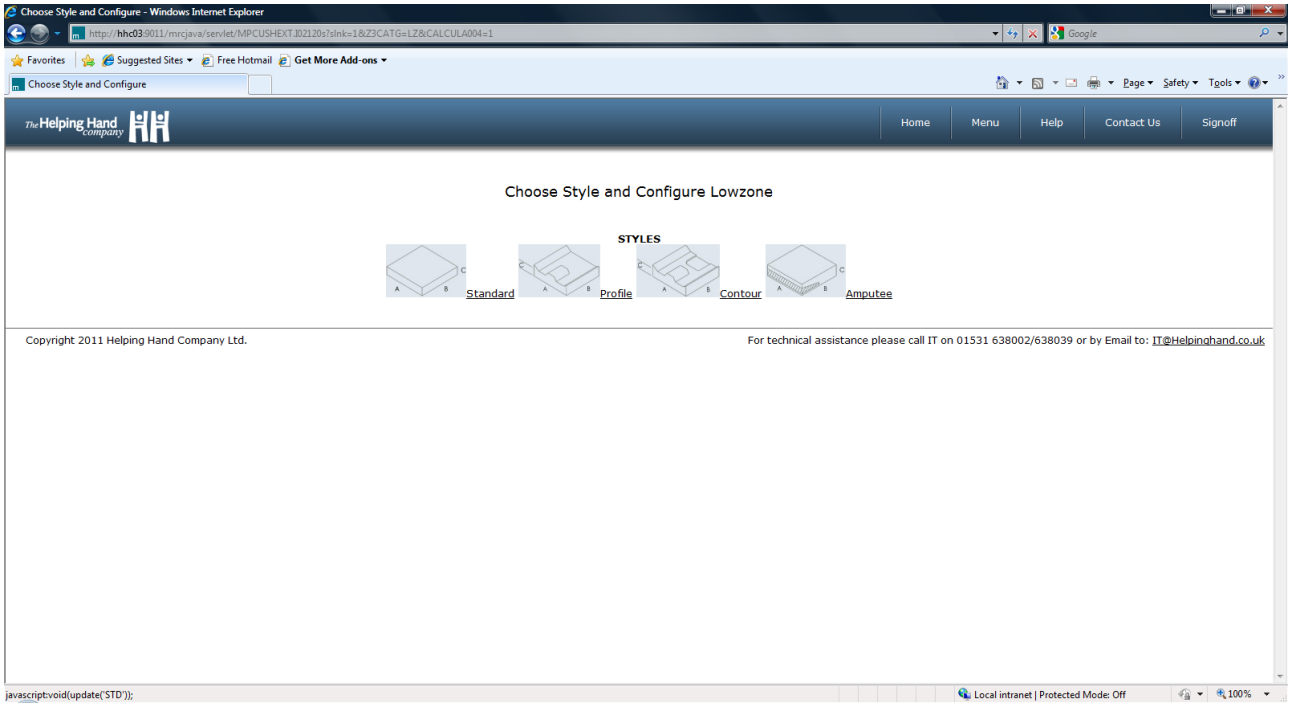


Select either 'Back Cushions and Accessories' or 'Cushions'. These are a direct copy of the current paper copy prescription form.

Selecting **Cushions** will display the next screen where you select the type of cushion product. The Back Cushions are shown later in this section.



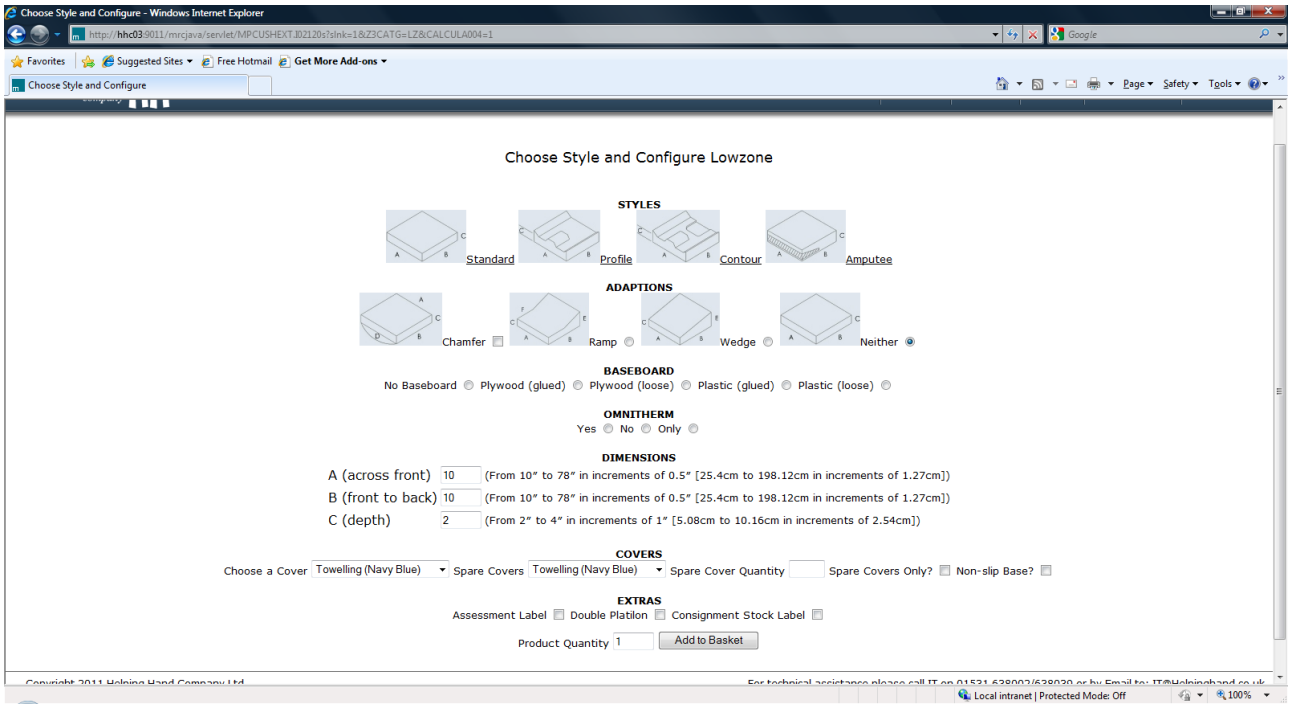
The next screen allows you to select the Cushion STYLE.



When you select the style the next screen displayed allows you to select the following:

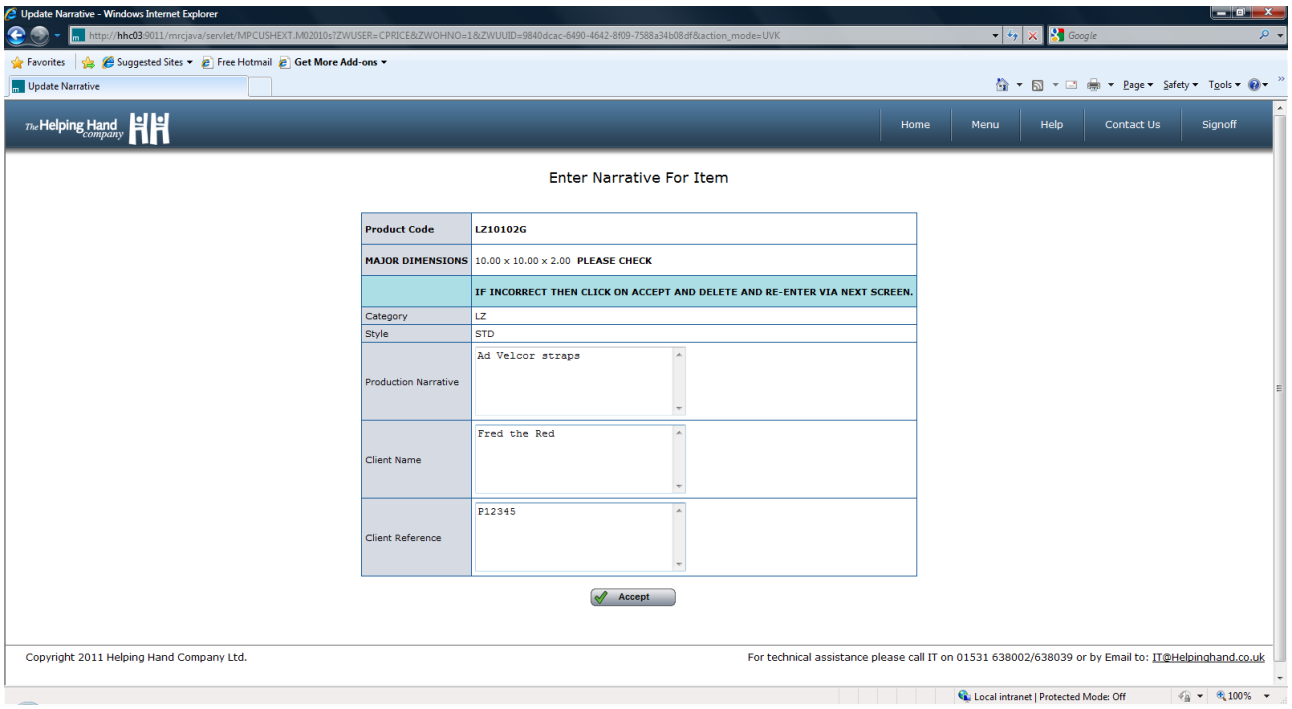
- Adaptions

- Baseboard
- Omnitherm
- Dimensions
- Extras



The screen flow is the same for all the cushion products and styles, there are minor variations with the available options.

Make your selections and then click on 'Add to Basket'. You will proceed to next step.


Update Narrative - Windows Internet Explorer
The Helping Hand Company
Home
Menu
Help
Contact Us
Signoff
Enter Narrative For Item
Product Code LZ10102G
MAJOR DIMENSIONS 10.00 x 10.00 x 2.00 PLEASE CHECK
IF INCORRECT THEN CLICK ON ACCEPT AND DELETE AND RE-ENTER VIA NEXT SCREEN.
Category LZ
Style STD
Production Narrative Ad Velcor straps
Client Name Fred the Red
Client Reference P12345
Accept
Copyright 2011 Helping Hand Company Ltd.
For technical assistance please call IT on 01531 638002/638039 or by Email to: IT@Helpinghand.co.uk

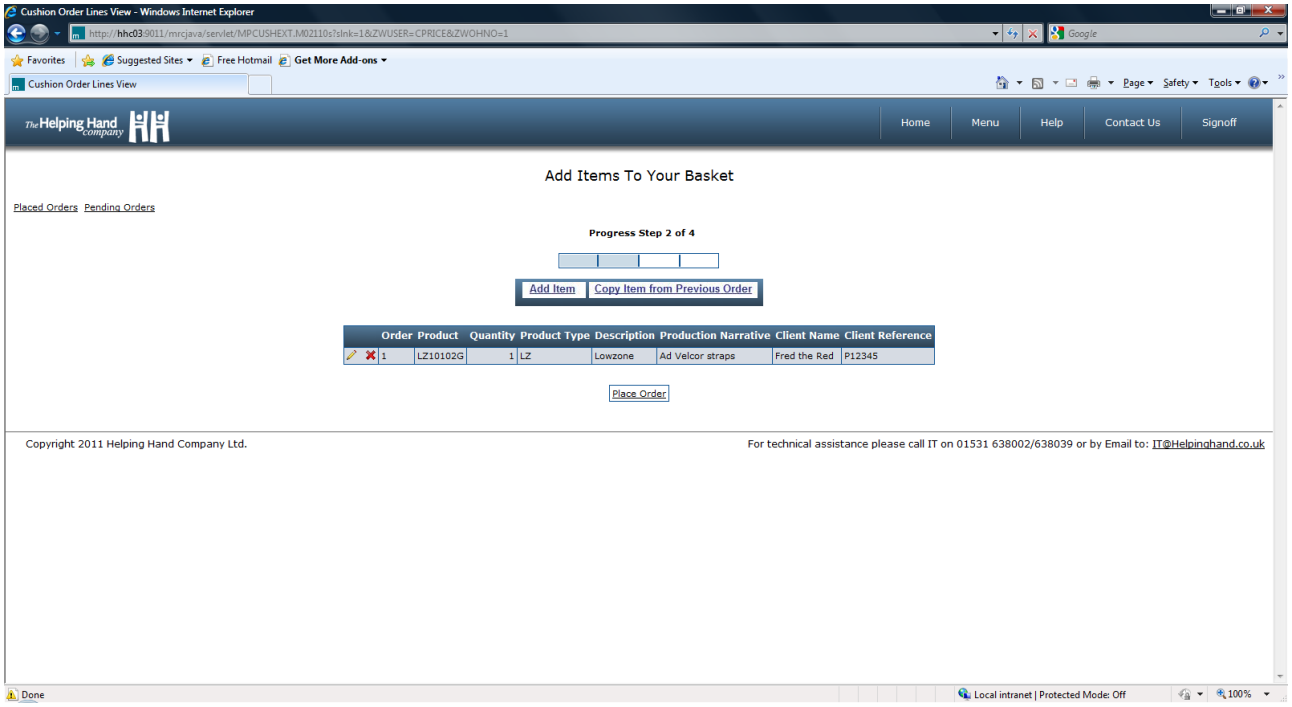
This screen allows you to enter specific details for the cushion. It also displays the product code generated and the major cushion dimensions. This is so you can check the details prior to order placement.

- Production Narrative – This allows you to enter text which appears on the internal Helping Hand production documents. An example would be 'Add Velcro straps to the cushion'
- Client Name – Enter the client name
- Client Reference – enter the client reference

Each of these fields is free text so can be used to record client information in one location rather than another existing system or to record spend by region/service or indeed any KPI requirement for the wheelchair service. This data can then be used to generate management reporting.

Click on ACCEPT to proceed.

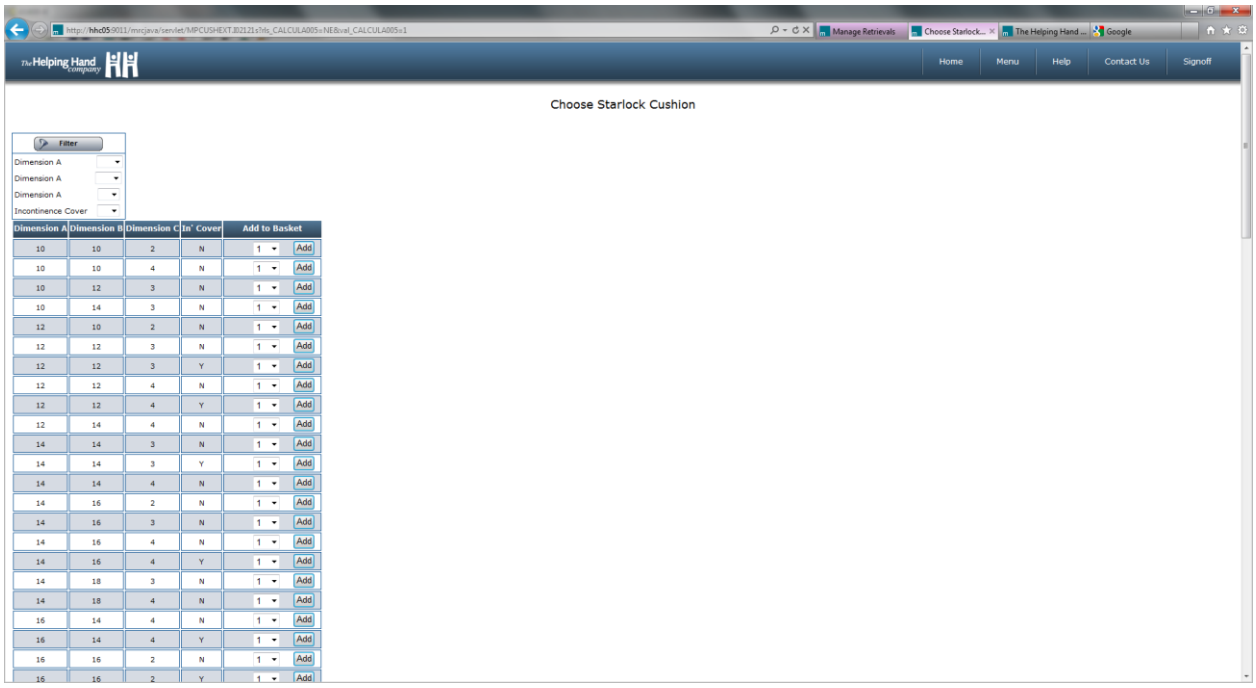
We have now completed the 'loop' and created an order line. The screen now shows an option to 'Place the Order'. At this stage we can add another order line, copy a previous item or place the order.



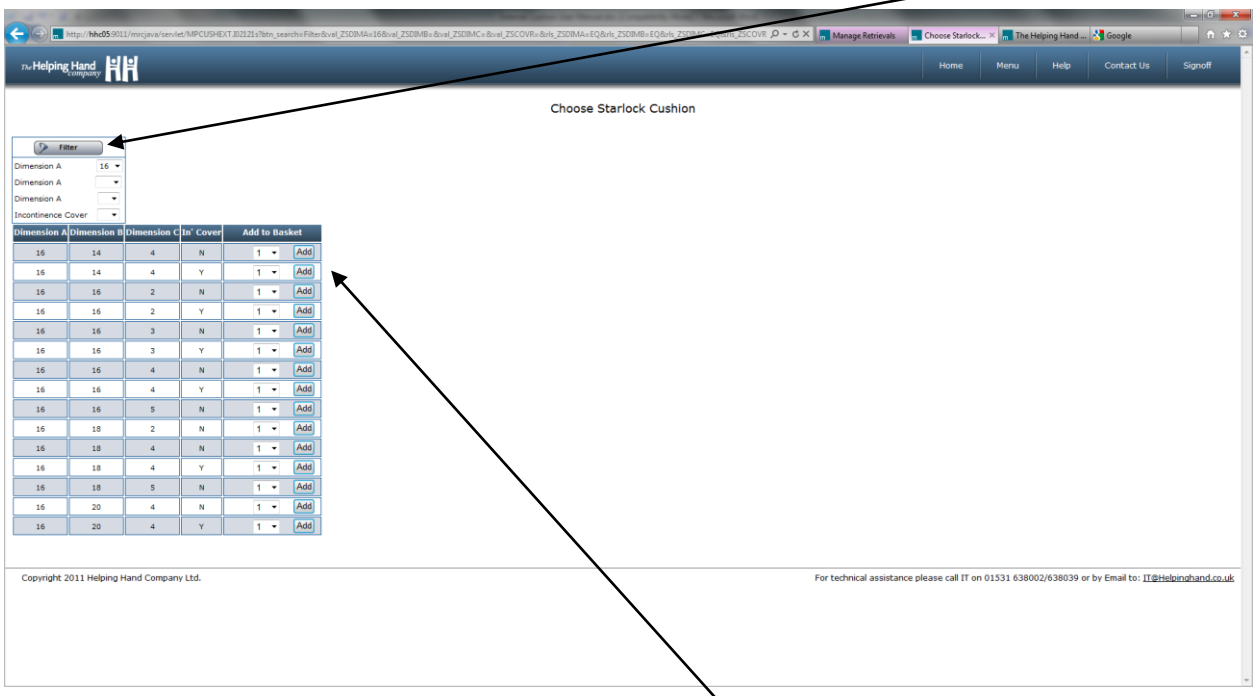
If you click on PLACE ORDER you will proceed to STEP 3 where you can select the delivery address.

STEP 2: SELECTING STARLOCK CUSHIONS

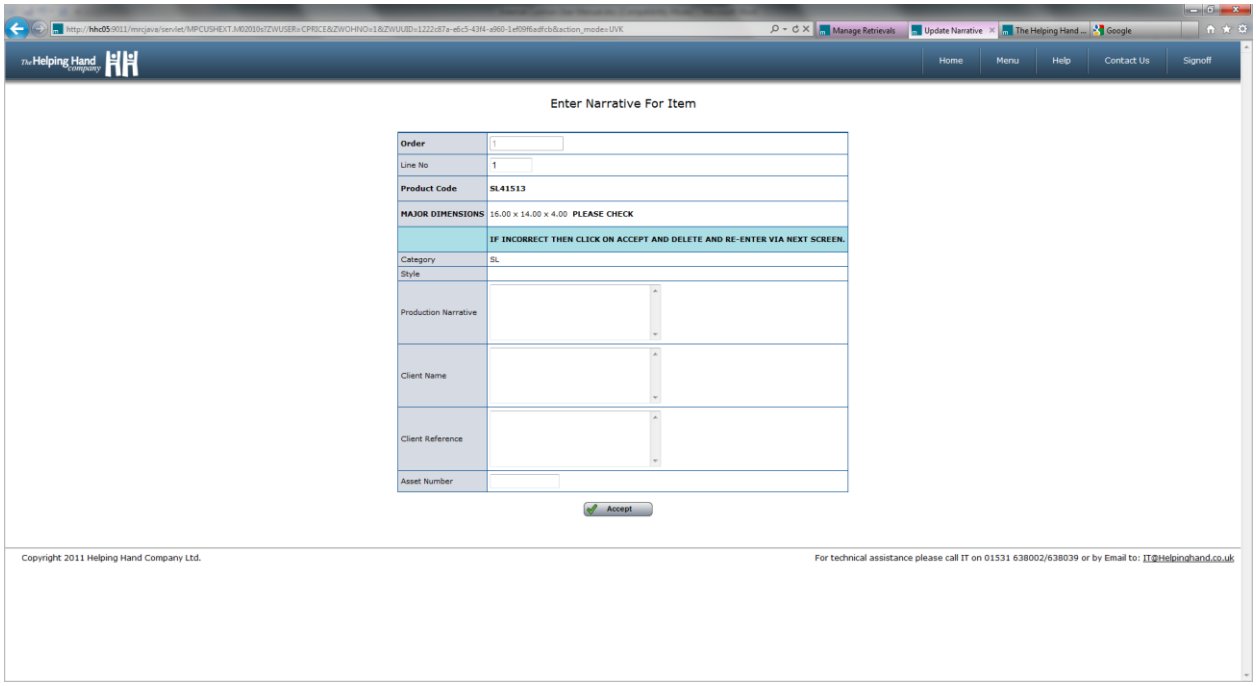
If you select a Starlock cushion the screen flow is slightly different as there are fewer options with a Starlock cushion. When you click on Starlock the following screen is displayed:



This screen has a filter option where you to enter one or more dimensions to determine the correct Starlock cushion. For Example if you select 16” for dimension A and click on the FILTER button the number of products available will reduce as follows:


Choose Starlock Cushion
Filter
Dimension A 16
Dimension A
Dimension A
Incontinence Cover
Dimension A | Dimension B | Dimension C | In' Cover | Add to Basket
Copyright 2011 Helping Hand Company Ltd.
For technical assistance please call IT on 01531 638002/638039 or by Email to: IT@Helpinghand.co.uk

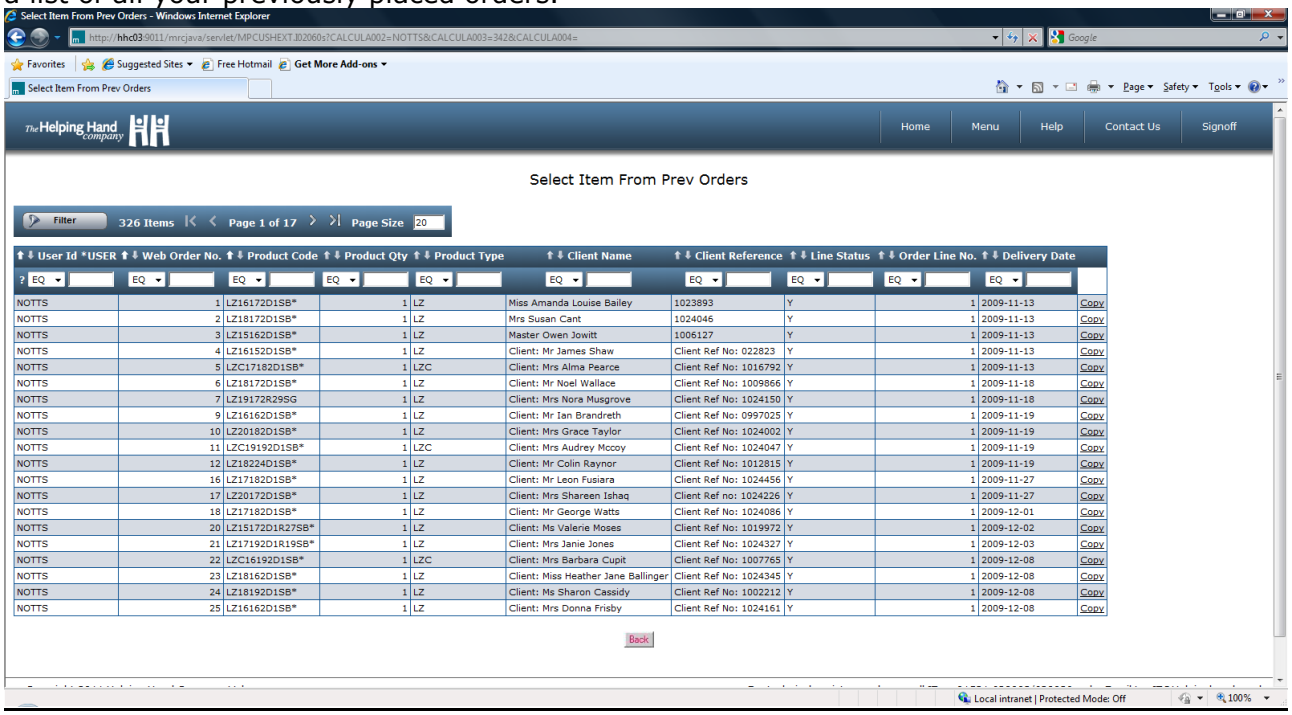
You then enter the quantity required and clck on ADD. The next screen is displayed as follows:



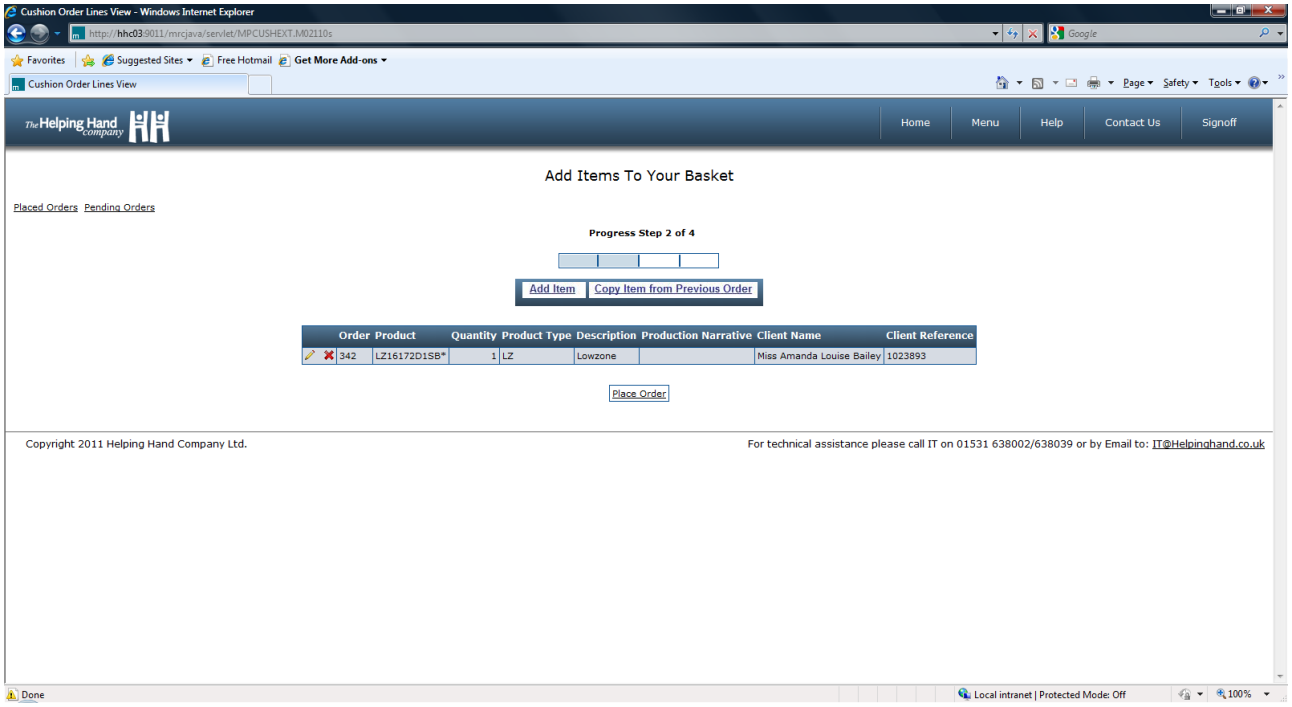
You then complete the information as with a configured cushion. (Page 11/12)

STEP 2: COPYING FROM PREVIOUS ORDER

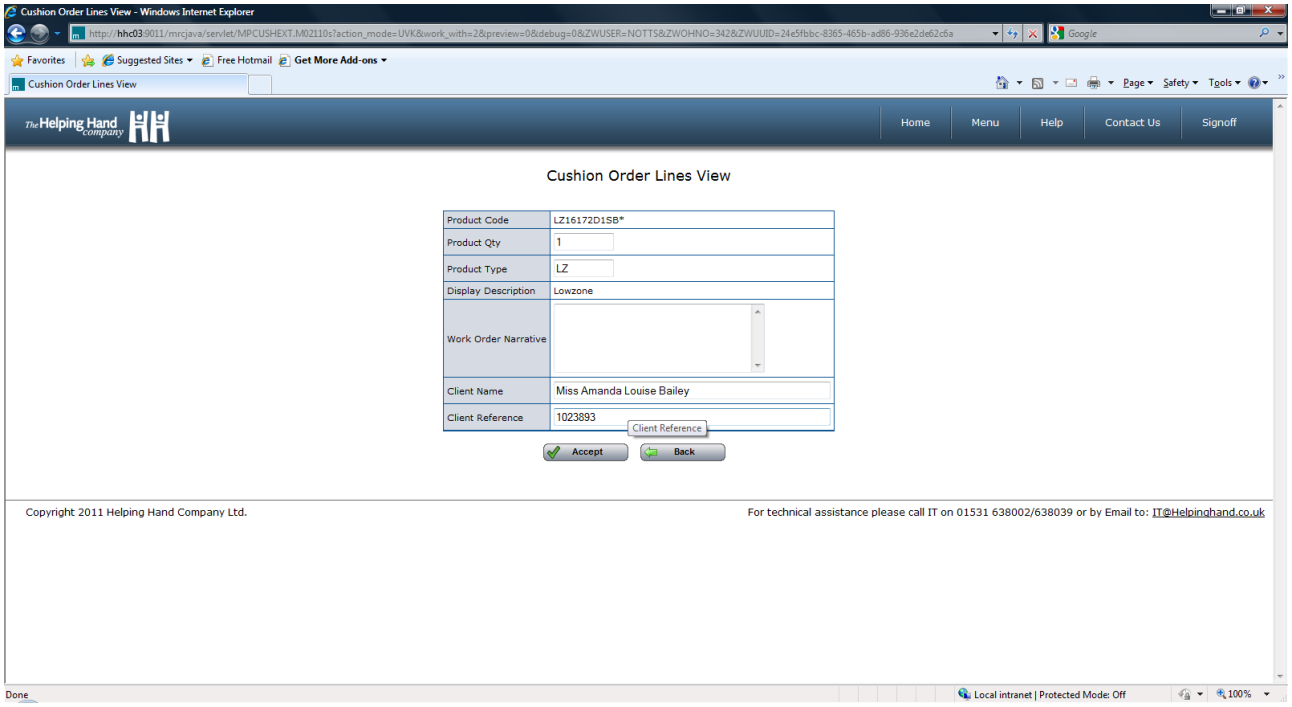
When you click on the 'Copy from Previous Order' link, the following screen is displayed. This is a list of all your previously placed orders.



Find the cushion you want to copy and then use the **COPY** link to copy this line to your new order. The next screen is displayed showing the copied order line.

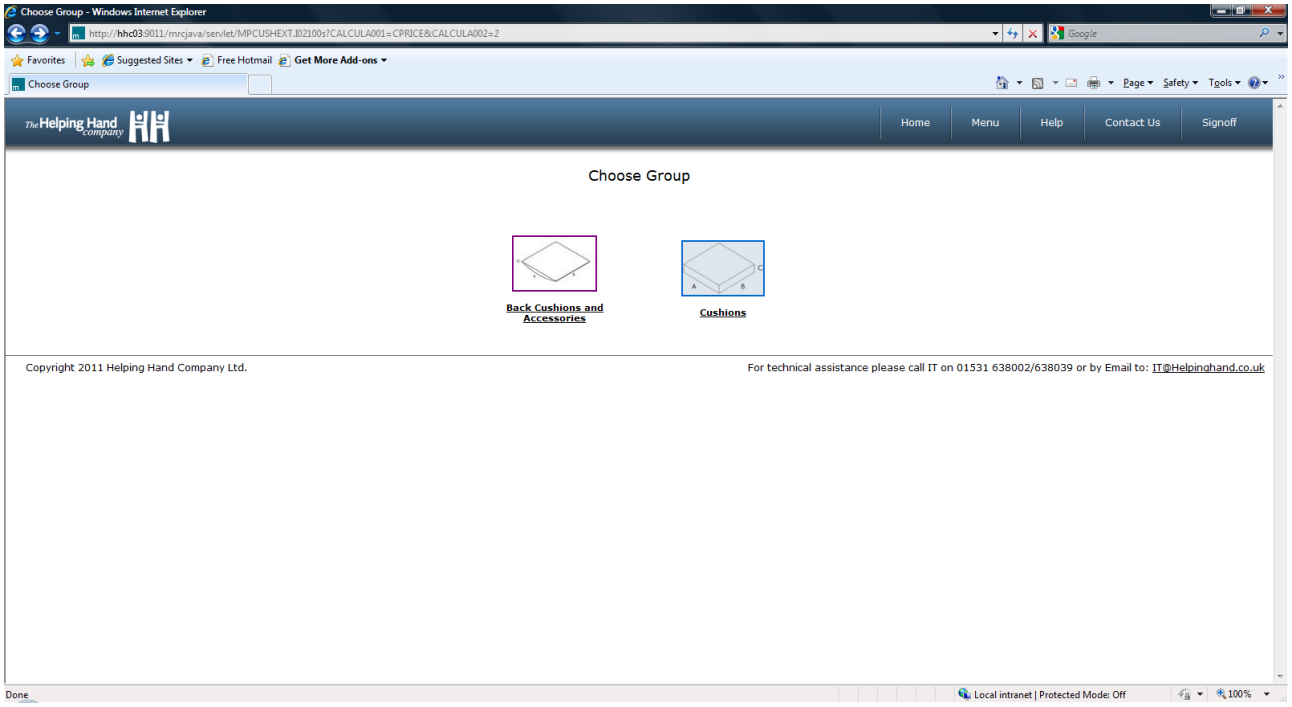


You now need to update this line and amend the client name & reference details. Use the icon to display the next screen.

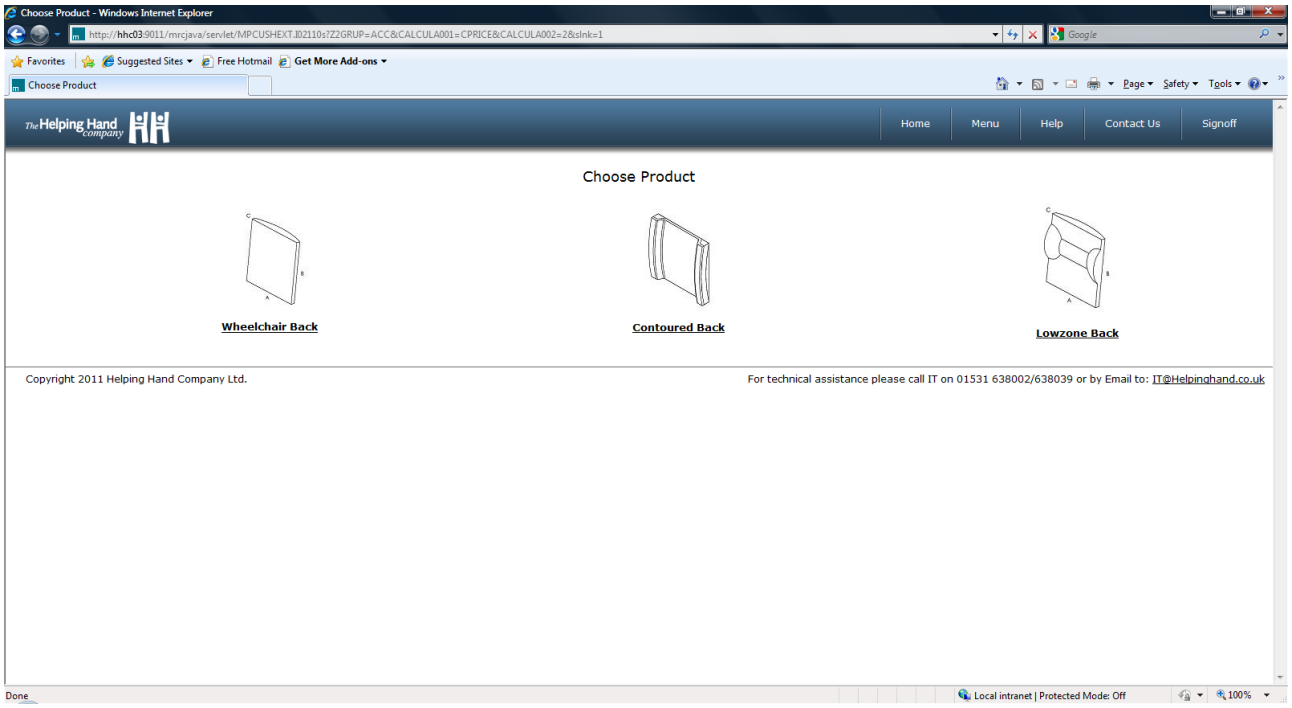


When you click on ACCEPT you will return to the beginning of STEP 2.

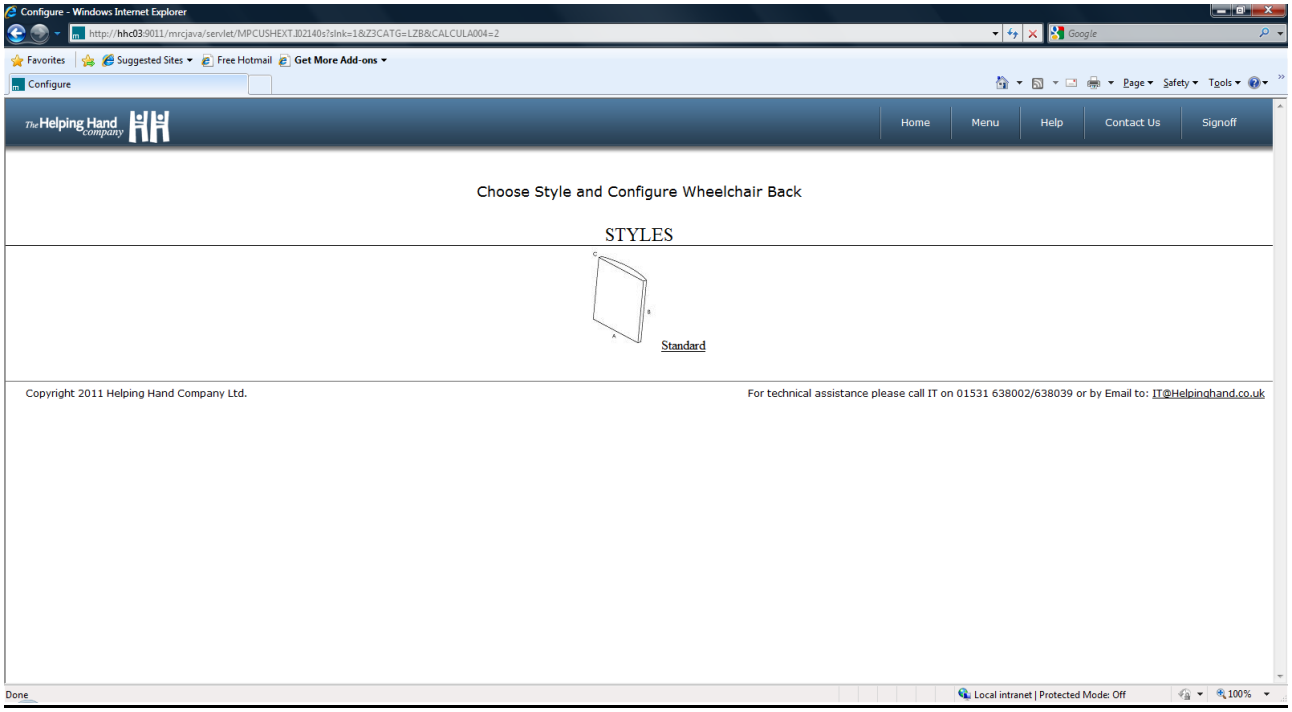
STEP 2: BACK CUSHIONS & ACCESSORIES



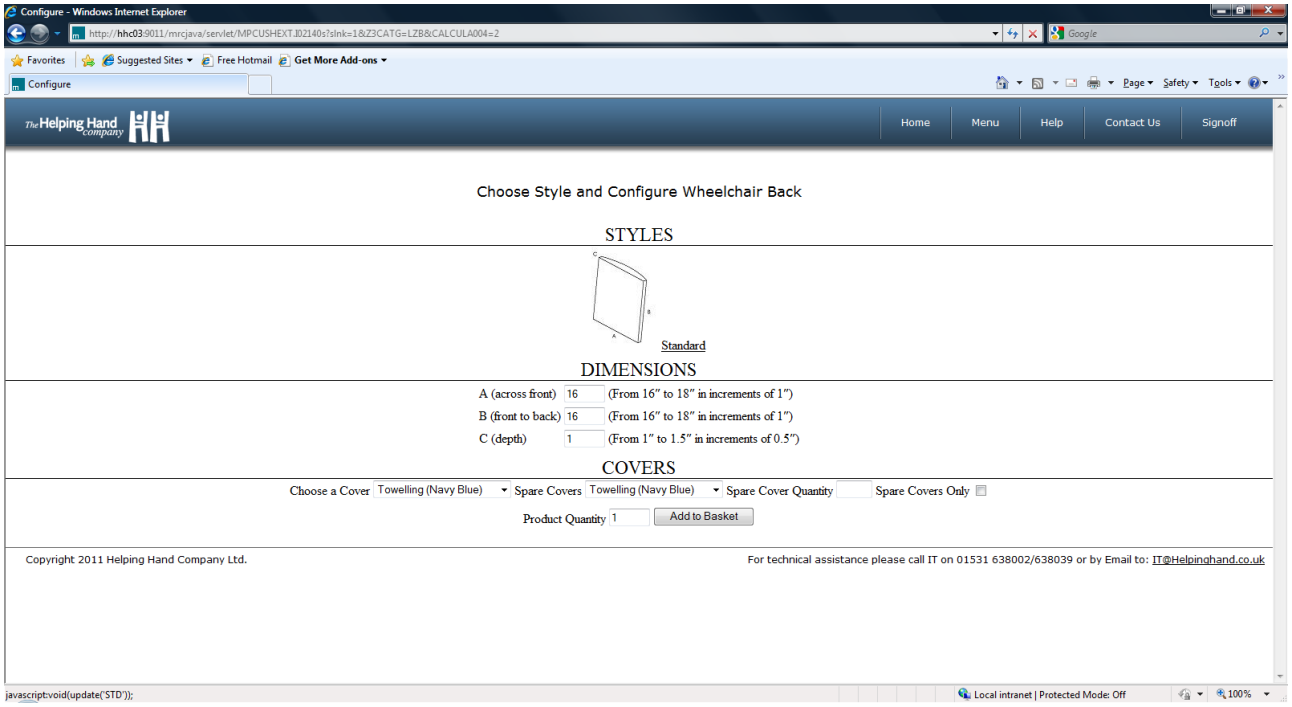
Select the BACK CUSHIONS & ACCESSORIES link from the above screen.



Select the type of back required to display the next screen.

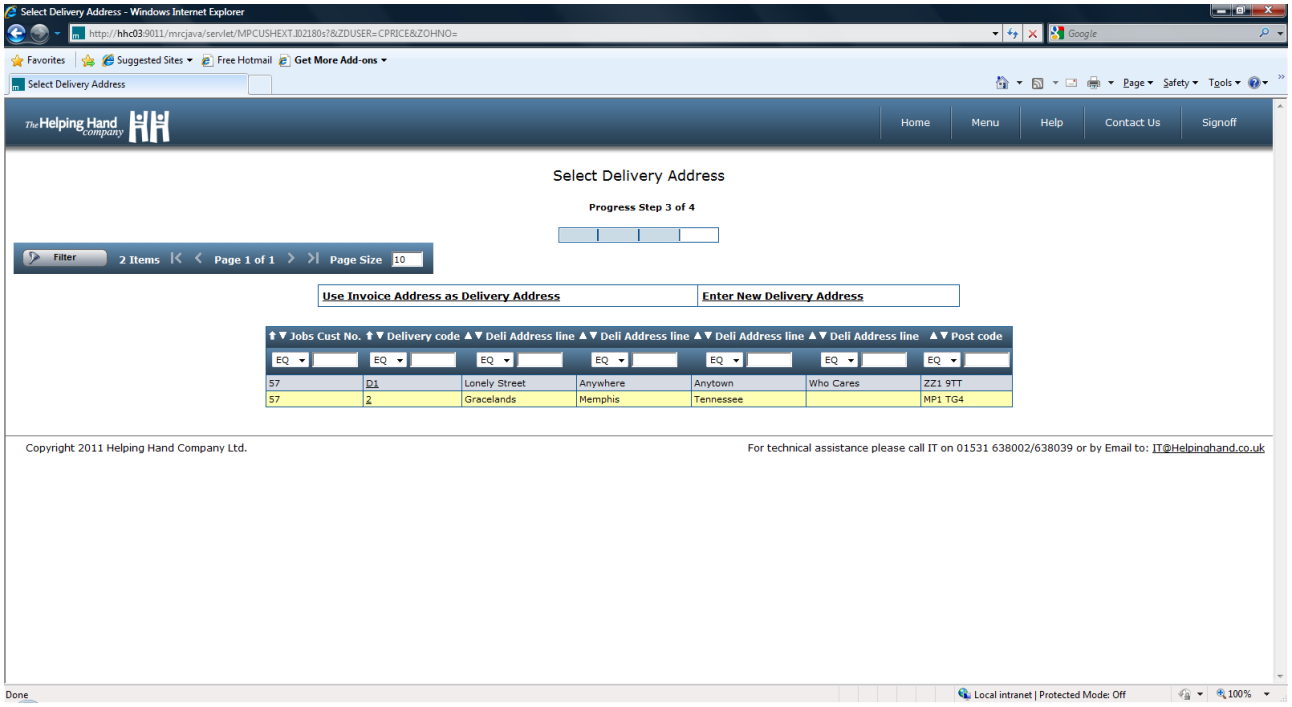


Select the Standard Back (Only option available).


Configure - Windows Internet Explorer
Home
Menu
Help
Contact Us
Signoff
Choose Style and Configure Wheelchair Back
STYLES
Standard
DIMENSIONS
A (across front) 16 (From 16" to 18" in increments of 1")
B (front to back) 16 (From 16" to 18" in increments of 1")
C (depth) 1 (From 1" to 1.5" in increments of 0.5")
COVERS
Choose a Cover Towelling (Navy Blue) Spare Covers Towelling (Navy Blue) Spare Cover Quantity Spare Covers Only
Product Quantity 1 Add to Basket
Copyright 2011 Helping Hand Company Ltd.
For technical assistance please call IT on 01531 638002/638039 or by Email to: IT@Helpinghand.co.uk

Complete the screen above and click on ADD to BASKET. This will return to the beginning of STEP2.

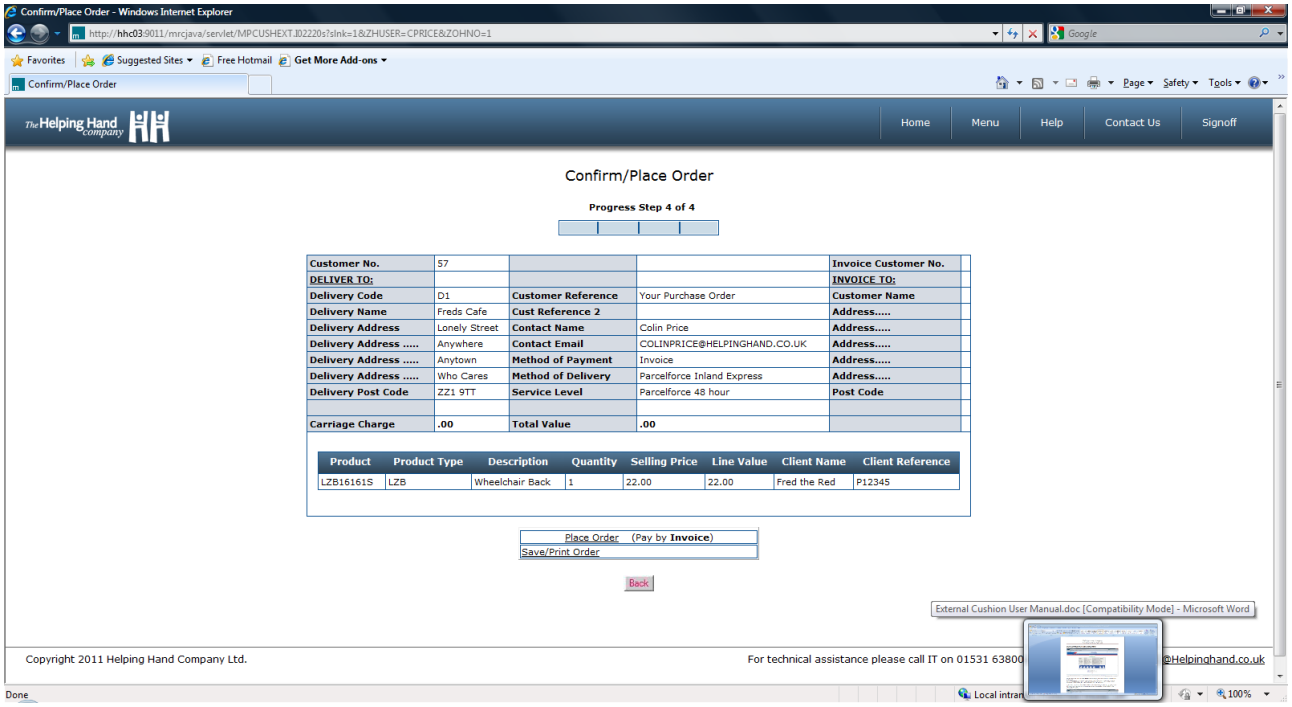
STEP 3: ADDING DELIVERY ADDRESS



Options are:

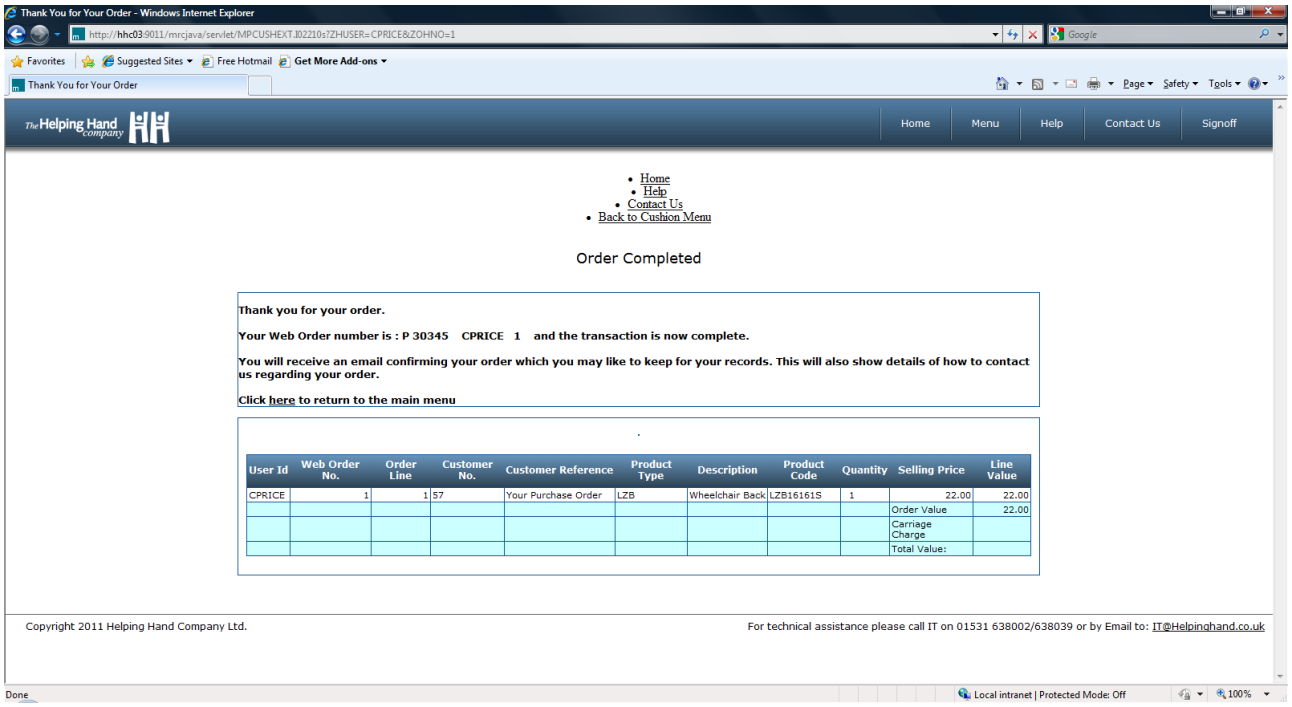
- Use the Invoice Address as the Delivery address
- Enter New Delivery Address
- Select from the list – This will display all the previously created delivery addresses for your account.

STEP4: CONFIRMATION / PLACE or SAVE ORDER


Confirm/Place Order - Windows Internet Explorer
Home
Menu
Help
Contact Us
Signoff
Confirm/Place Order
Progress Step 4 of 4
Customer No. 57 Invoice Customer No.
DELIVER TO: INVOICE TO:
Delivery Code D1 Customer Reference Your Purchase Order Customer Name
Delivery Name Freds Cafe Cust Reference 2 Address.....
Delivery Address Lonely Street Contact Name Colin Price Address.....
Delivery Address .... Anywhere Contact Email COLINPRICE@HELPINGHAND.CO.UK Address.....
Delivery Address .... Anytown Method of Payment Invoice Address.....
Delivery Address .... Who Cares Method of Delivery Parcelforce Inland Express Address.....
Delivery Post Code ZZ1 9TT Service Level Parcelforce 48 hour Post Code
Carriage Charge .00 Total Value .00
Product Product Type Description Quantity Selling Price Line Value Client Name Client Reference
LZB16161S LZB Wheelchair Back 1 22.00 22.00 Fred the Red P12345
Place Order (Pay by Invoice)
Save/Print Order
Back
Copyright 2011 Helping Hand Company Ltd.

To place the order click on PLACE ORDER, this will display the screen below and confirm the order details.
If you have selected payment by credit card you will be directed to the Worldpay screens where you need to enter your credit card details etc. See Appendix A.

If you want to save the order whilst awaiting authorisation please click on Save /Print Order which will allow you to print or email the prescription accordingly. This is covered in the email/reports section.


Thank You for Your Order - Windows Internet Explorer
Home
Menu
Help
Contact Us
Signoff
Home
Help
Contact Us
Back to Cushion Menu
Order Completed
Thank you for your order.
Your Web Order number is : P 30345 CPRICE 1 and the transaction is now complete.
You will receive an email confirming your order which you may like to keep for your records. This will also show details of how to contact us regarding your order.
Click here to return to the main menu
User Id Web Order No. Order Line Customer No. Customer Reference Product Type Description Product Code Quantity Selling Price Line Value
CPRICE 1 1 57 Your Purchase Order LZB Wheelchair Back LZB16161S 1 22.00 22.00
Order Value 22.00
Carriage Charge
Total Value:
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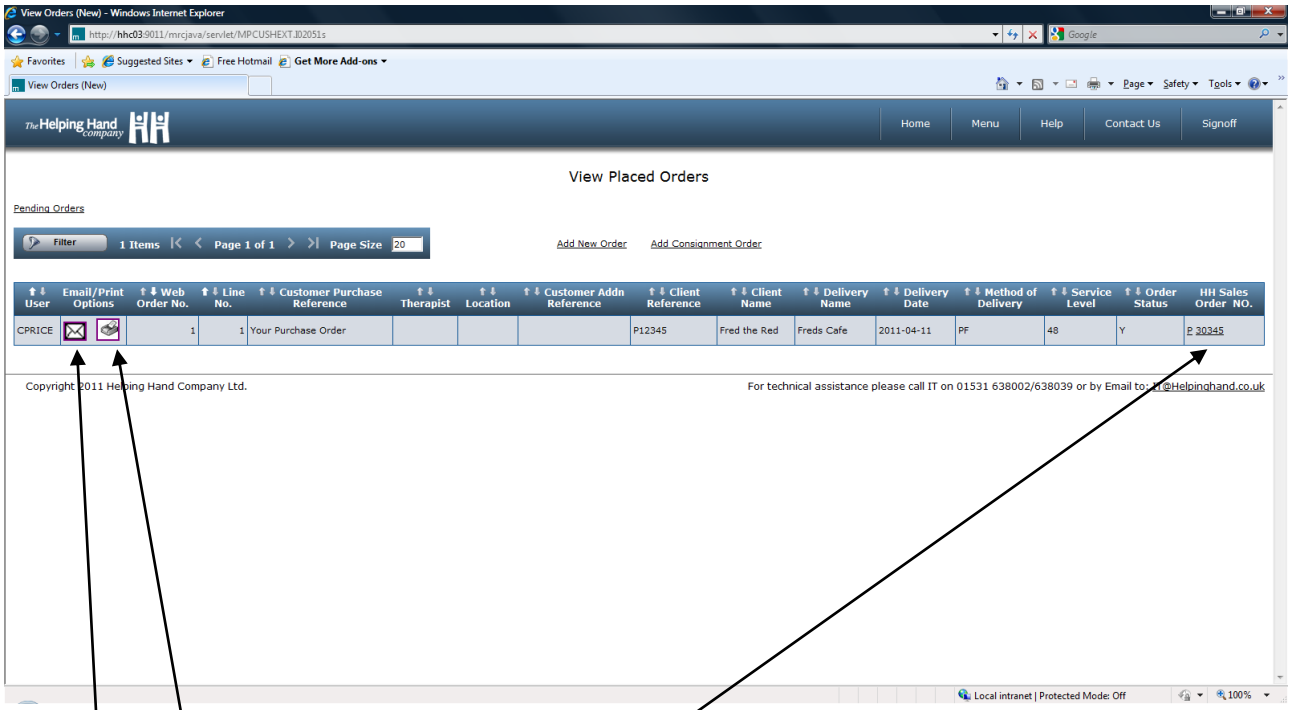
This screen is displayed when the transaction is complete. The screen displays the Helping Hand Sales Order Number allocated together with a web order reference. This order is now viewable via the PLACED Orders option.
Click where indicated to return to the main menu.

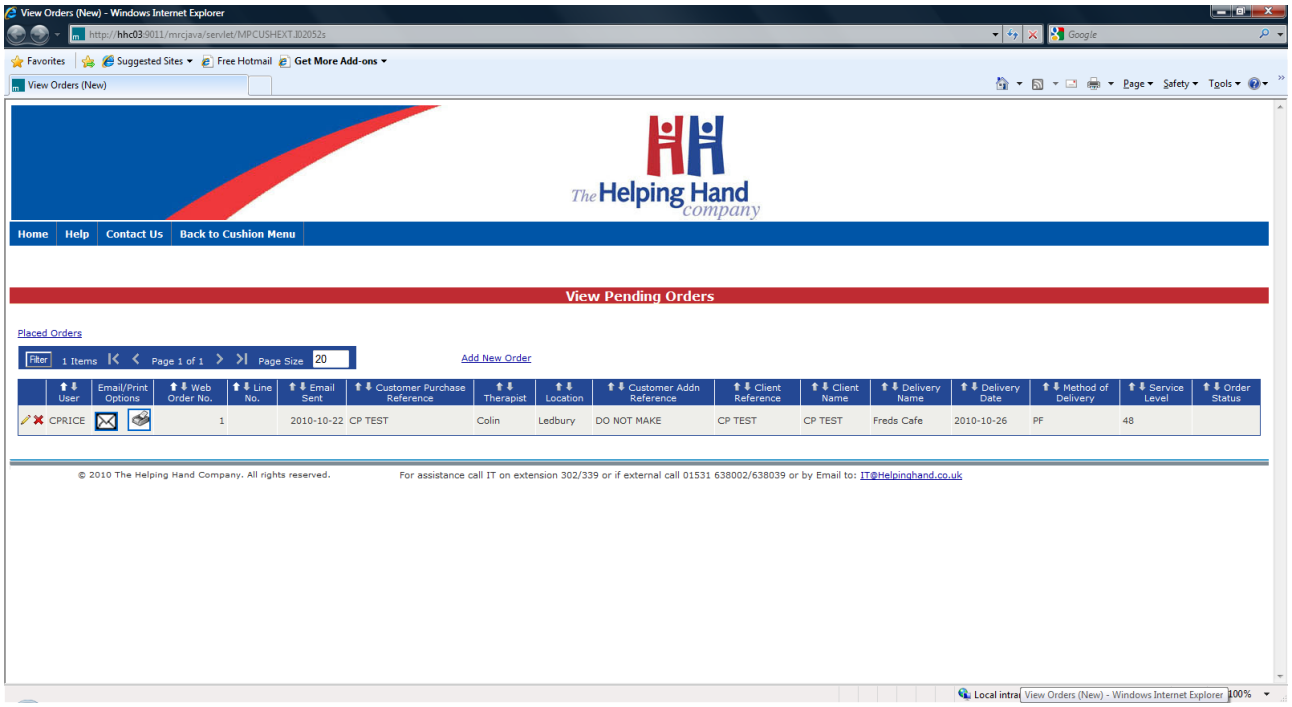
EMAILING & PRINTING PRESCRIPTION FORMS

If you select the ENTER/VIEW orders option from the menu the following display will be shown. The next screen displays the PLACED Orders so use the 'Pending Orders' link to switch to your Pending Orders



On the PLACED ORDERS screen there are now new links for you to use as required. They are as follows:

- Email option
- Print Option
- Order Acknowledgment form

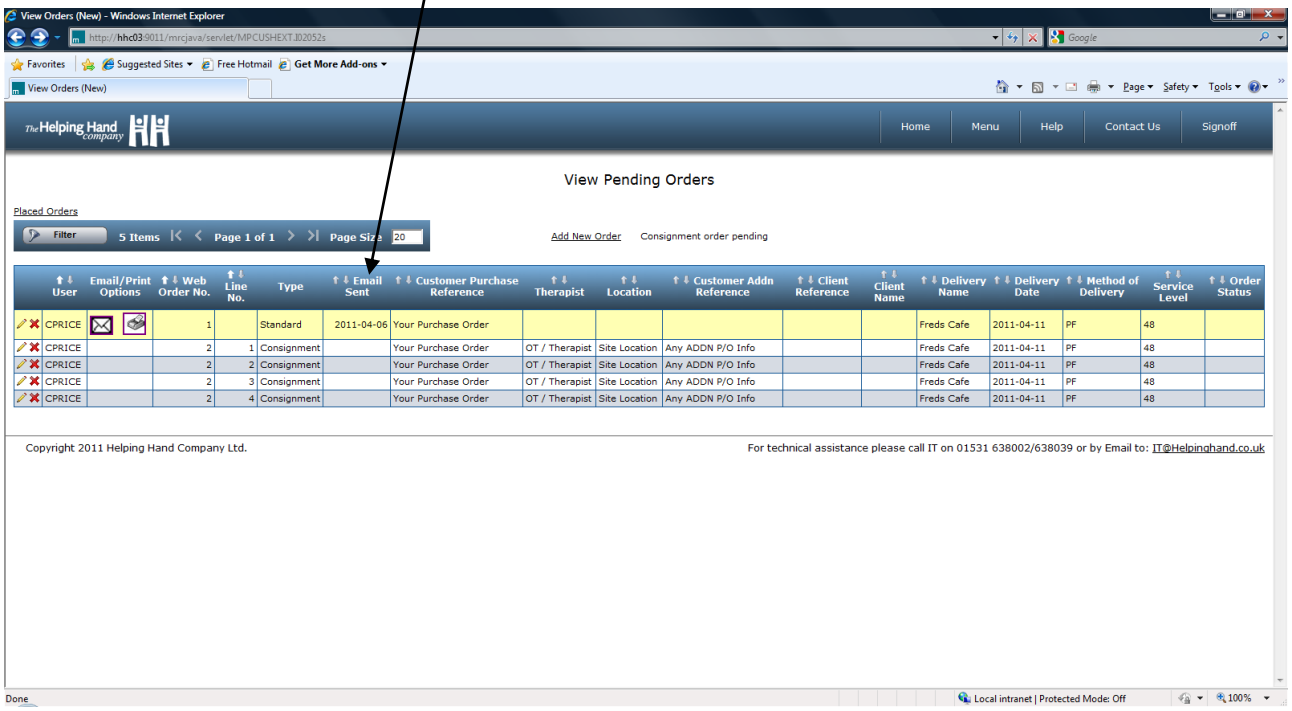


On the PENDING Orders screen there are two differences:

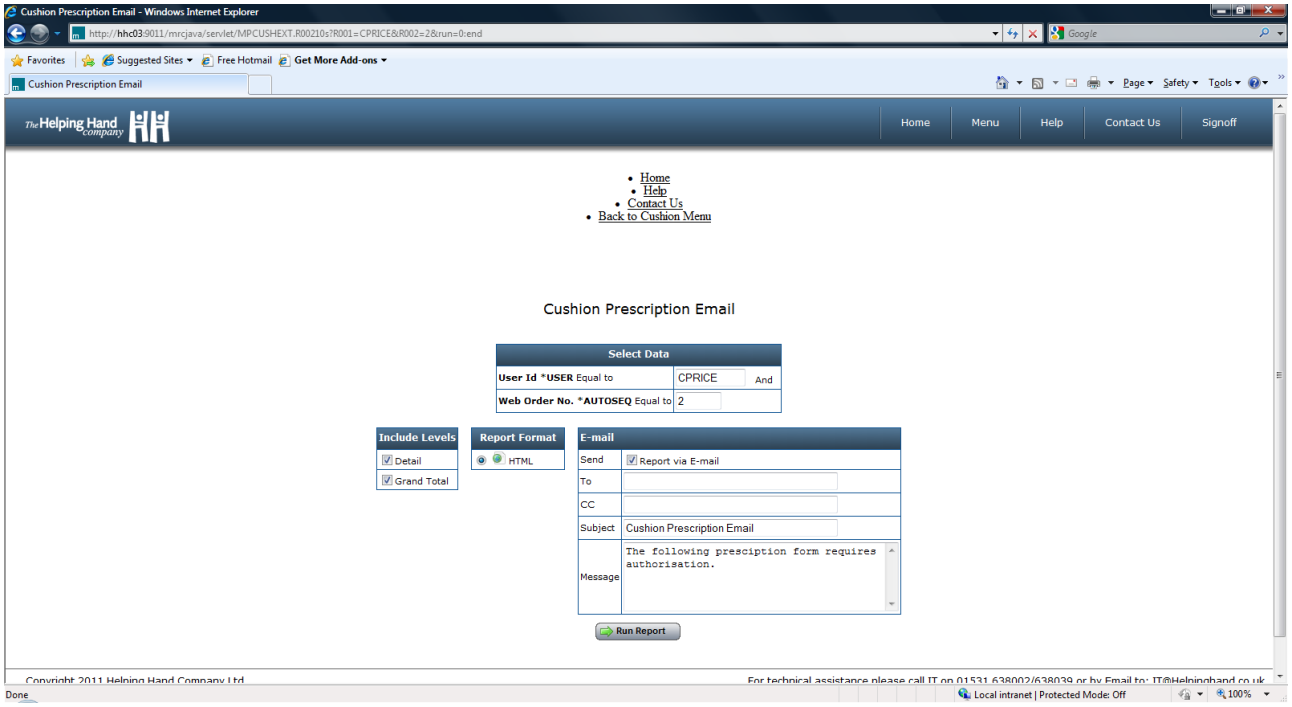
- There is NO Order Acknowledgement Option
- There is a field called 'EMAIL SENT' which shows the date you emailed the prescription form.

The email option allows you to email the prescription form to any valid email address i.e. the administration department who will authorise the prescription. The date you emailed the form is logged in the system and displayed above.

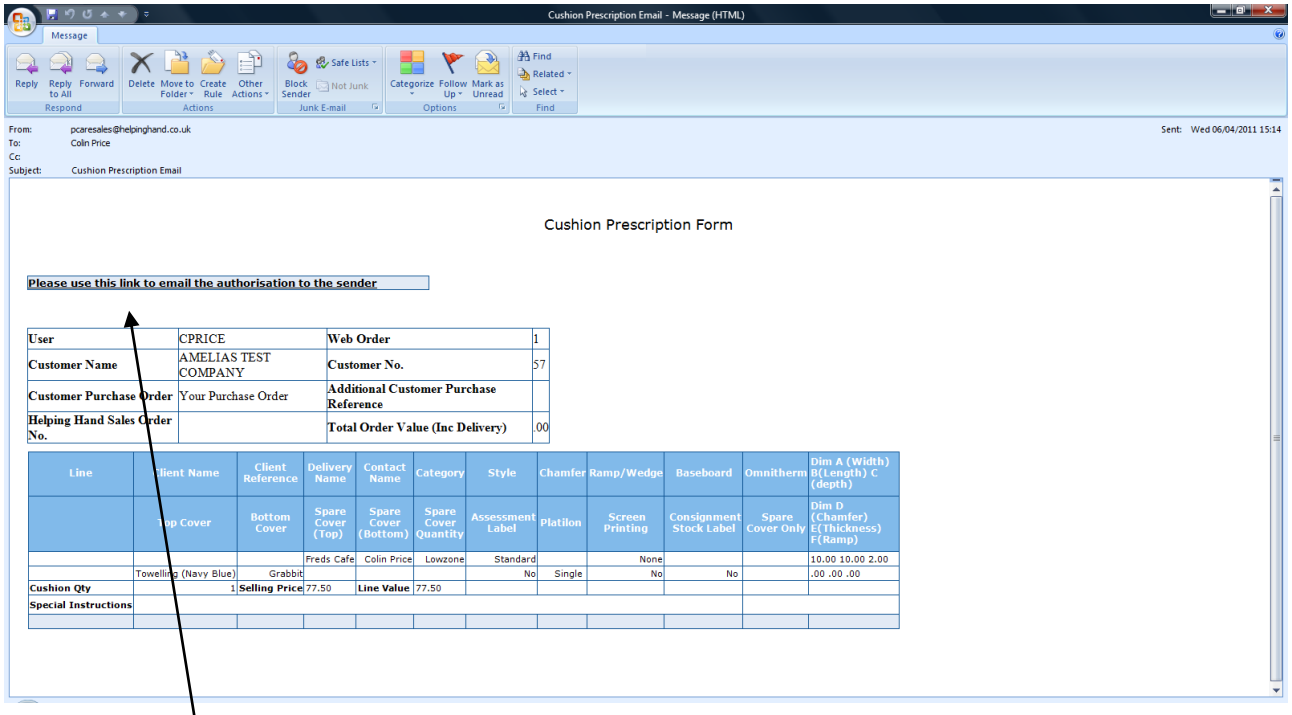
The prescription form is embedded in the body of the email and there is a link for the administration department to use which will send the reply to your own email address.



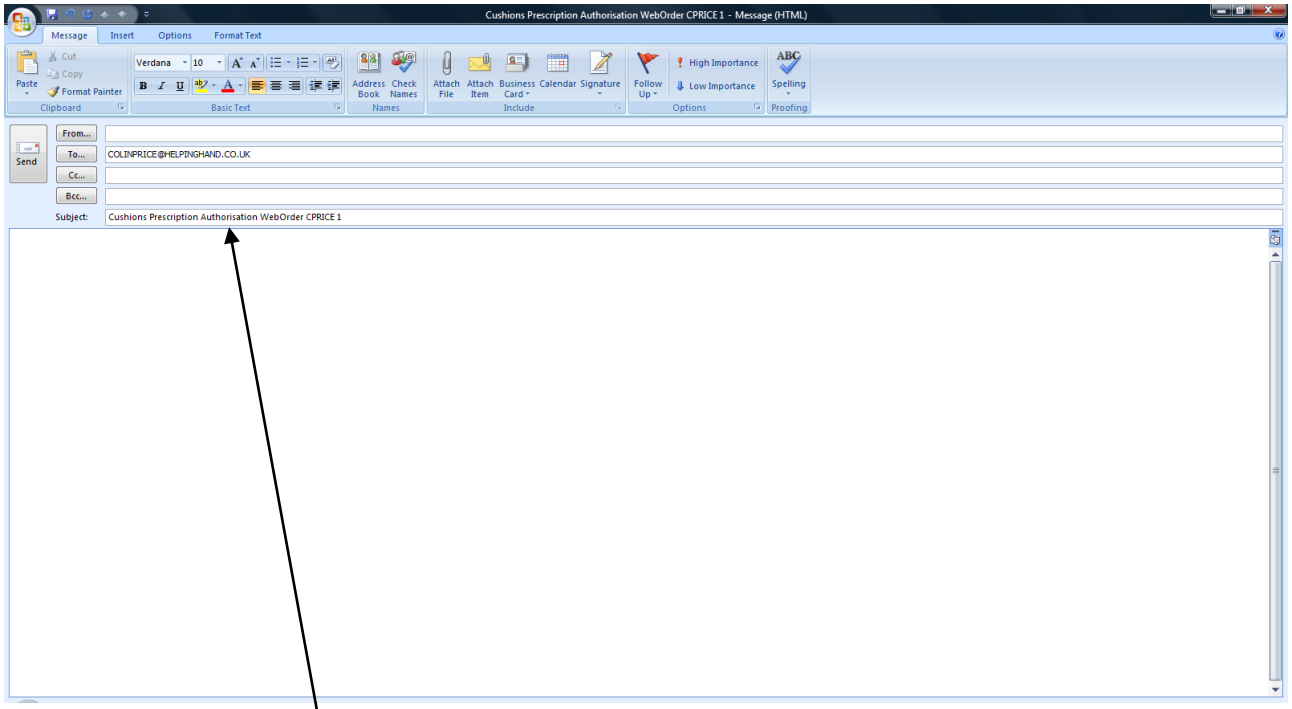
When you click on the EMAIL image the next screen is displayed.



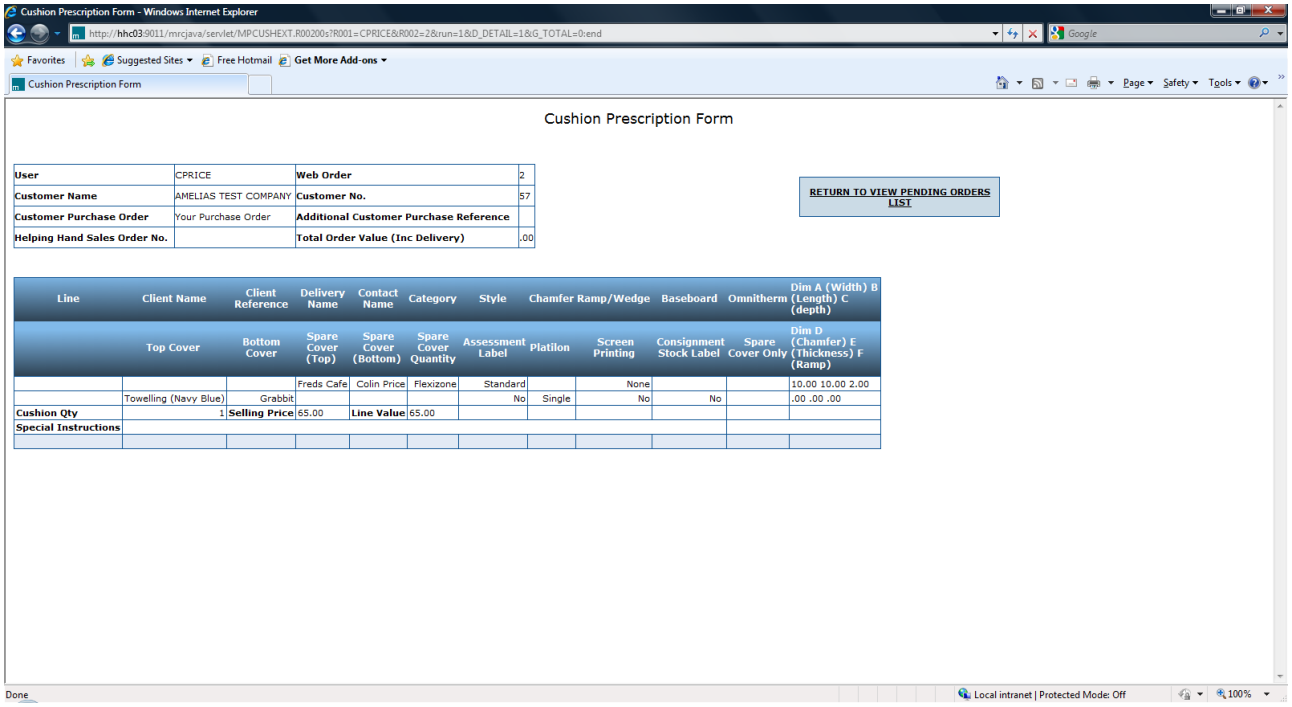
Click on Run Report to send the email and you will be returned to the main menu screen. The emailed report looks like the screenshot below:



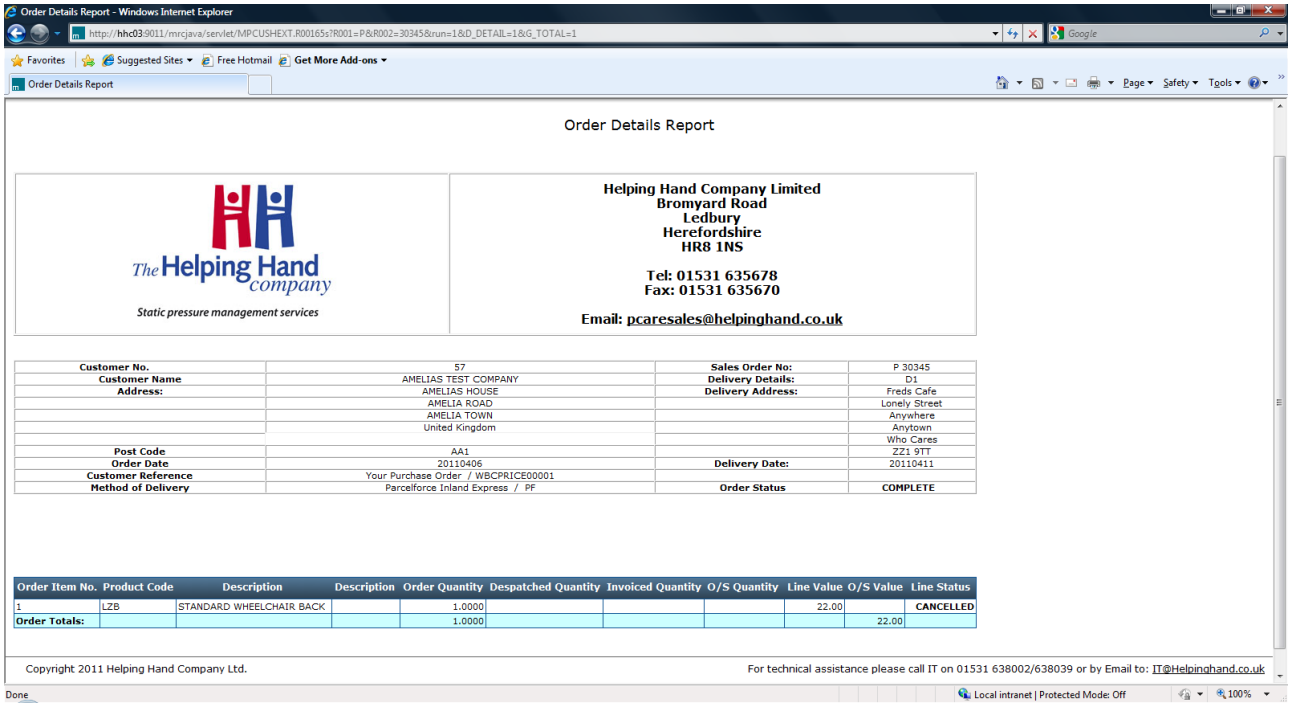
The link for the administration department to send the reply back to our own email address is shown above. When they click on this link Outlook will open the following email (screenshot below)



You will see that the subject line contains the Cushion Web Order being approved. The administration department will obviously need to add the purchase order to the email body text.
The print option allows you to print the prescription form on your local printer for authorisation or for your records. When printed please use the link to return to the Pending Orders screen.


Cushion Prescription Form - Windows Internet Explorer
Cushion Prescription Form
Cushion Prescription Form
User CPRICE Web Order 2
Customer Name AMELIAS TEST COMPANY Customer No. 57
Customer Purchase Order Your Purchase Order Additional Customer Purchase Reference
Helping Hand Sales Order No. Total Order Value (Inc Delivery) .00
RETURN TO VIEW PENDING ORDERS LIST
Line Client Name Client Reference Delivery Name Contact Name Category Style Chamfer Ramp/Wedge Baseboard Omnitherm Dim A (Width) B (Length) C (depth)
Top Cover Bottom Cover Spare Cover (Top) Spare Cover (Bottom) Spare Cover Quantity Assessment Label Platilon Screen Printing Consignment Stock Label Spare Cover Only Dim D (Chamfer) E (Thickness) F (Ramp)
Freds Cafe Colin Price Flexizone Standard None 10.00 10.00 2.00
Towelling (Navy Blue) Grabbit No Single No No .00 .00 .00
Cushion Qty 1 Selling Price 65.00 Line Value 65.00
Special Instructions
Done

The Order Acknowledgment option shows the order details registered with the Helping Hand.


Order Details Report - Windows Internet Explorer
Order Details Report
Helping Hand Company Limited
Bromyard Road
Ledbury
Herefordshire
HR8 1NS
Tel: 01531 635678
Fax: 01531 635670
Email: pcaresales@helpinghand.co.uk
Static pressure management services
Customer No. 57
Customer Name AMELIAS TEST COMPANY
Address: AMELIAS HOUSE, AMELIA ROAD, AMELIA TOWN, United Kingdom
Post Code AA1
Order Date 20110406
Customer Reference Your Purchase Order / WBCPRICE00001
Method of Delivery Parcelforce Inland Express / PF
Sales Order No: P 30345
Delivery Details: D1
Delivery Address: Freds Cafe, Lonely Street, Anywhere, Anytown, Who Cares, ZZ1 9TT
Delivery Date: 20110411
Order Status COMPLETE
Order Item No. | Product Code | Description | Description | Order Quantity | Despatched Quantity | Invoiced Quantity | O/S Quantity | Line Value | O/S Value | Line Status
1 | LZB | STANDARD WHEELCHAIR BACK | 1.0000 | 22.00 | CANCELLED
Order Totals: | 1.0000 | 22.00
Copyright 2011 Helping Hand Company Ltd.
For technical assistance please call IT on 01531 638002/638039 or by Email to: IT@Helpinghand.co.uk

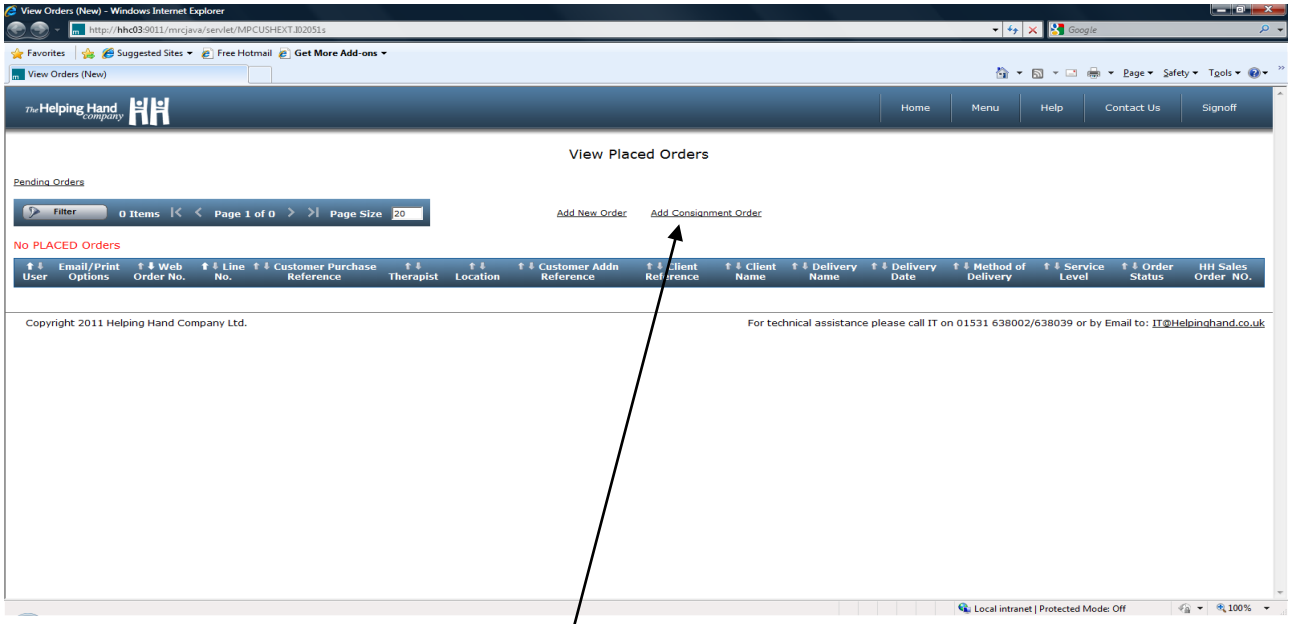
Use the back to Menu option when finished.

These options are also available on the PENDING ORDERS screen with the exception of the Order Acknowledgement report link. If the order is pending the process will not be complete and there will not be a Helping Hand order raised.

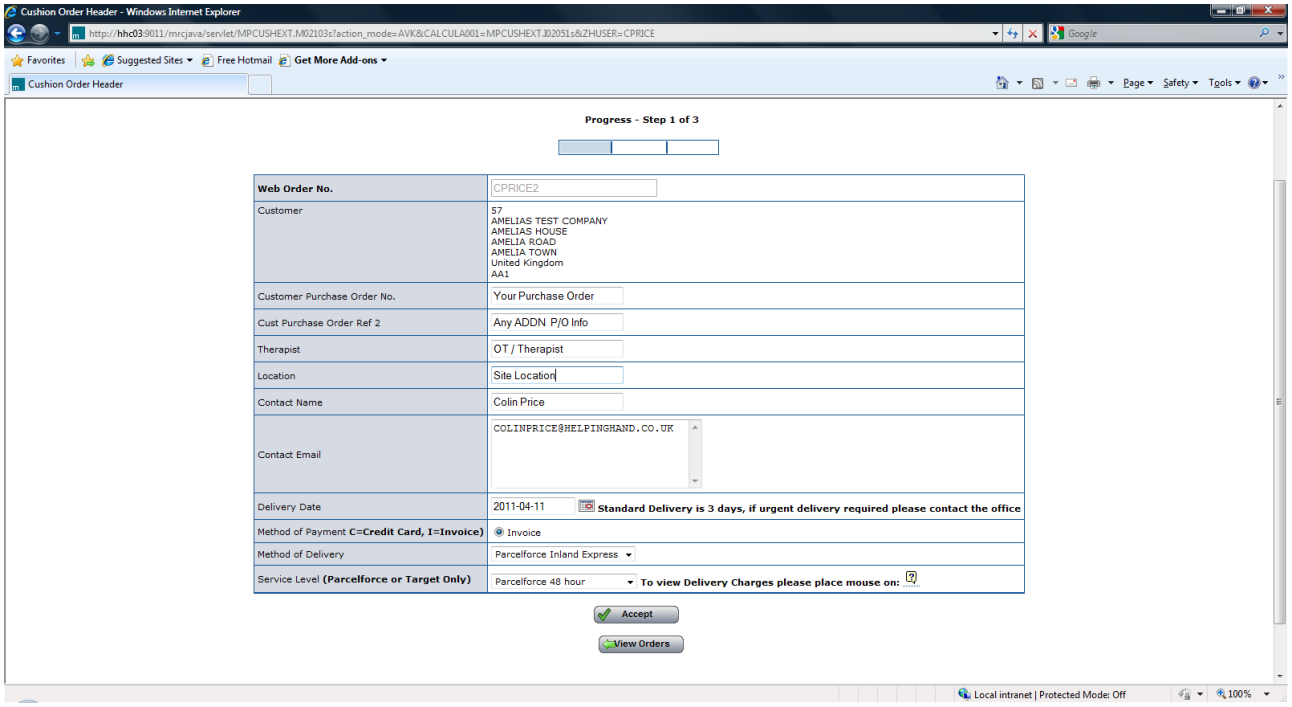
CONSIGNMENT STOCK ORDER

This option is only applicable if you have consignment stock from the Helping Hand which you report as required. This option is designed so you can create a consignment stock order for the agreed products and stock levels.

You need to start at Enter/View a new order from the menu.

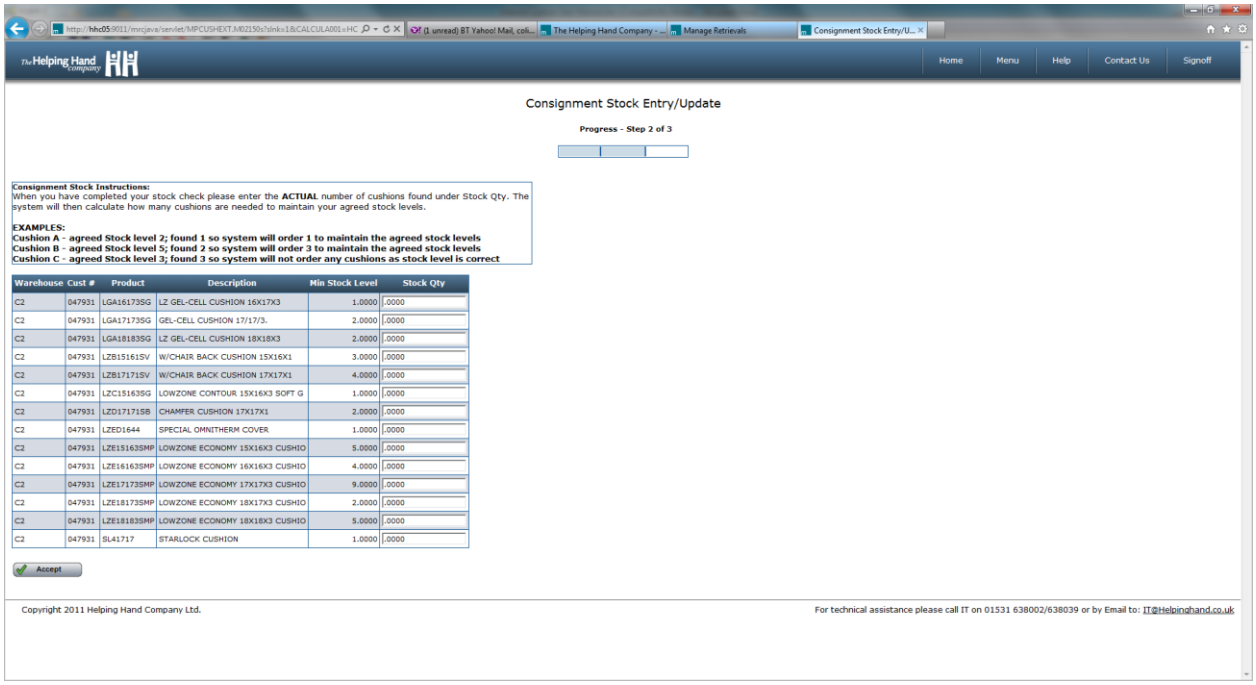


Select the option to 'ADD CONSIGNMENT Order'. This will display the screen shown in STEP 1

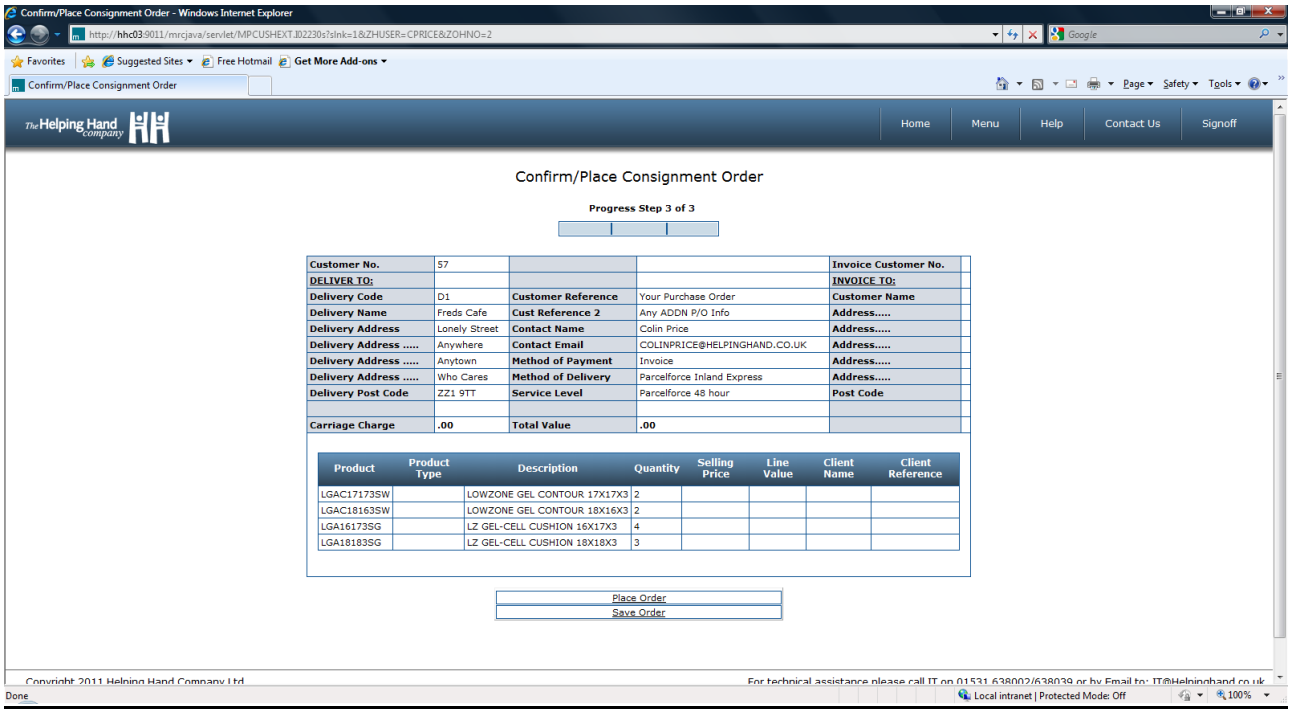


Click on ACCEPT to display the next screen.

The screen shows the products, agreed stock level and the physical stock quantity. To update a product line, please enter the physical stock figure for each line. The system will then calculate how any cushions are required to bring you back to the agreed stock levels.


Consignment Stock Entry/Update
Progress - Step 2 of 3
Consignment Stock Instructions:
When you have completed your stock check please enter the ACTUAL number of cushions found under Stock Qty. The system will then calculate how many cushions are needed to maintain your agreed stock levels.
EXAMPLES:
Cushion A - agreed Stock level 2; found 1 so system will order 1 to maintain the agreed stock levels
Cushion B - agreed Stock level 5; found 2 so system will order 3 to maintain the agreed stock levels
Cushion C - agreed Stock level 3; found 3 so system will not order any cushions as stock level is correct
Warehouse Cust # Product Description Min Stock Level Stock Qty
C2 047931 LGA16173SG LZ GEL-CELL CUSHION 16X17X3 1.0000 .0000
C2 047931 LGA17173SG GEL-CELL CUSHION 17/17/3. 2.0000 .0000
C2 047931 LGA18183SG LZ GEL-CELL CUSHION 18X18X3 2.0000 .0000
C2 047931 LZB15161SV W/CHAIR BACK CUSHION 15X16X1 3.0000 .0000
C2 047931 LZB17171SV W/CHAIR BACK CUSHION 17X17X1 4.0000 .0000
C2 047931 LZC15163SG LOWZONE CONTOUR 15X16X3 SOFT G 1.0000 .0000
C2 047931 LZD17171SB CHAMFER CUSHION 17X17X1 2.0000 .0000
C2 047931 LZED1644 SPECIAL OMNITHERM COVER 1.0000 .0000
C2 047931 LZE15163SMP LOWZONE ECONOMY 15X16X3 CUSHIO 5.0000 .0000
C2 047931 LZE16163SMP LOWZONE ECONOMY 16X16X3 CUSHIO 4.0000 .0000
C2 047931 LZE17173SMP LOWZONE ECONOMY 17X17X3 CUSHIO 9.0000 .0000
C2 047931 LZE18173SMP LOWZONE ECONOMY 18X17X3 CUSHIO 2.0000 .0000
C2 047931 LZE18183SMP LOWZONE ECONOMY 18X18X3 CUSHIO 5.0000 .0000
C2 047931 SL41717 STARLOCK CUSHION 1.0000 .0000
Accept
Copyright 2011 Helping Hand Company Ltd.
For technical assistance please call IT on 01531 638002/638039 or by Email to: IT@Helpinghand.co.uk

Click on Accept to display the next screen.

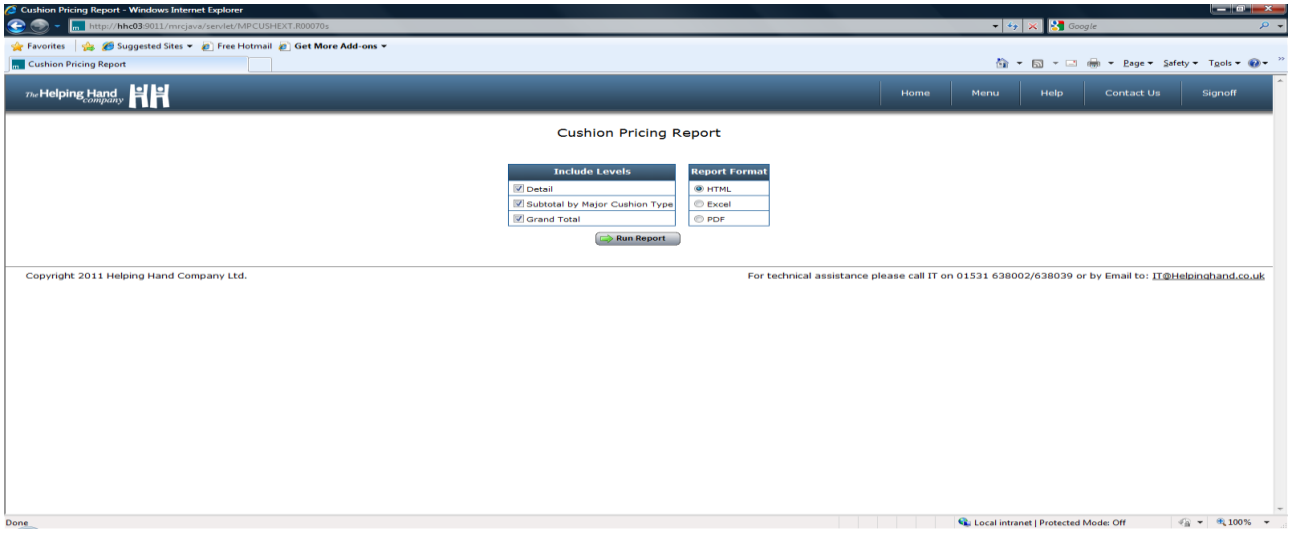

Confirm/Place Consignment Order - Windows Internet Explorer
Confirm/Place Consignment Order
Home Menu Help Contact Us Signoff
Confirm/Place Consignment Order
Progress Step 3 of 3
Customer No. 57 Invoice Customer No.
DELIVER TO: INVOICE TO:
Delivery Code D1 Customer Reference Your Purchase Order Customer Name
Delivery Name Freds Cafe Cust Reference 2 Any ADDN P/O Info Address.....
Delivery Address Lonely Street Contact Name Colin Price Address.....
Delivery Address ..... Anywhere Contact Email COLINPRICE@HELPINGHAND.CO.UK Address.....
Delivery Address ..... Anytown Method of Payment Invoice Address.....
Delivery Address ..... Who Cares Method of Delivery Parcelforce Inland Express Address.....
Delivery Post Code ZZ1 9TT Service Level Parcelforce 48 hour Post Code
Carriage Charge .00 Total Value .00
Product Product Type Description Quantity Selling Price Line Value Client Name Client Reference
LGAC17173SW LOWZONE GEL CONTOUR 17X17X3 2
LGAC18163SW LOWZONE GEL CONTOUR 18X16X3 2
LGA16173SG LZ GEL-CELL CUSHION 16X17X3 4
LGA18183SG LZ GEL-CELL CUSHION 18X18X3 3
Place Order
Save Order

You can then continue the same as with all other orders.

REPORTS:

There is a report section on the menu which has the following options:

- Cushion Pricing Report



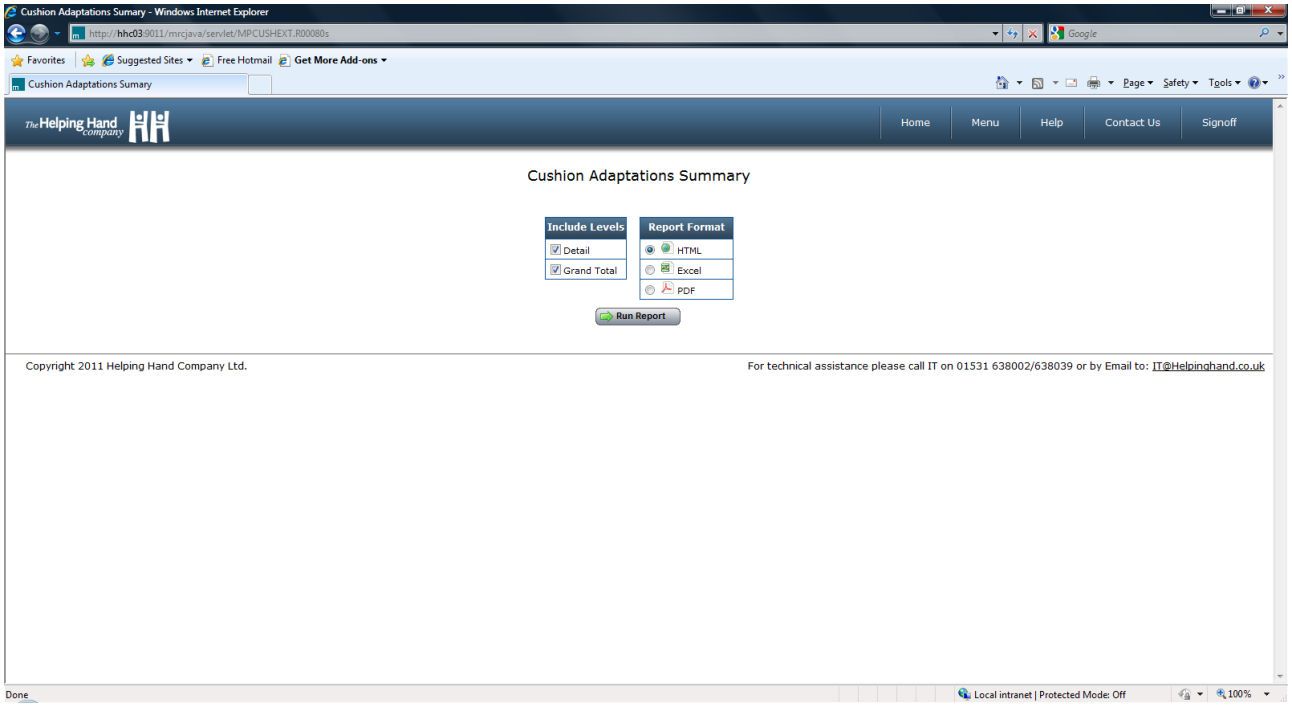
This report ONLY lists the agreed prices for the standard cushions products and does not list the agreed prices for the adaptations/accessories.

You can select the type of output required. Descriptions as follows:

- HTML – Displays the report in a browser
- Excel – This will create an excel spreadsheet for you which you can save on your computer
- PDF – This will create a PDF document for you which you can save onto your computer.

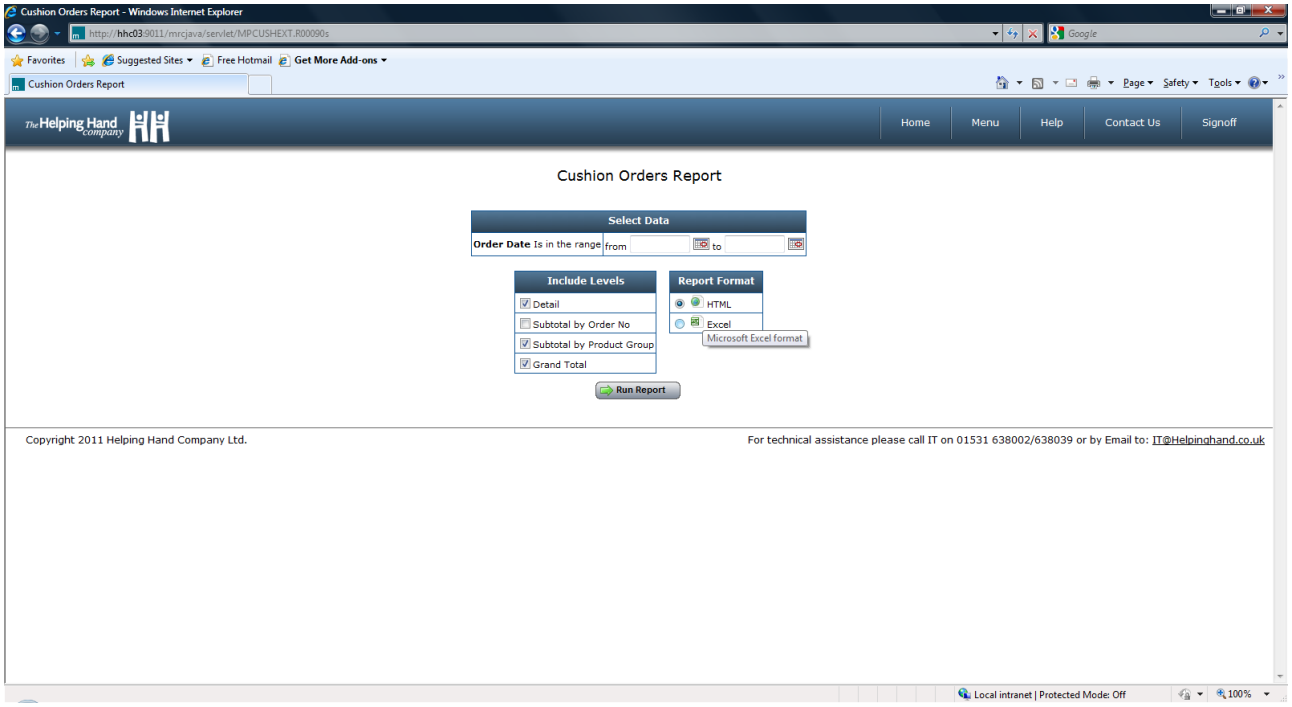
The most common options are Excel and PDF and we recommend you use these options. These allow you to store the data on your computer and the PDF option creates a professional document.
If you just want to print the report details then leave as HTML and use the standard browser print options.

- Cushion Adaptation Pricing Report



This does the same as the report above, except it ONLY lists the agreed prices for the adaptations/accessories. The report options are the same as the main pricing report.

- Cushion Orders Report



This report allows you to select a date range to list of ALL PLACED orders within that range. If you leave the date range blank you will automatically select ALL PLACED orders irrespective of

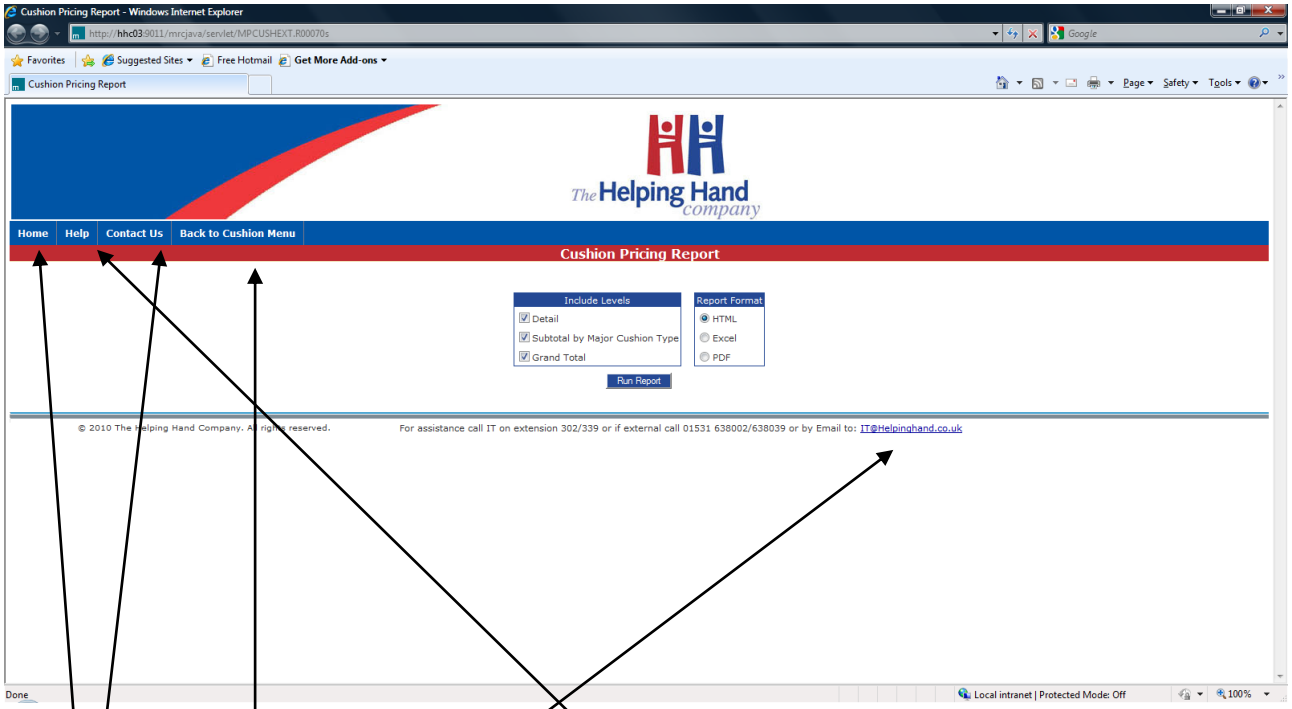
the date. You have the usual output options. The report includes the location and therapist information which you can use in your analysis.

I have not included sample report layouts because the information is confidential and sensitive.

Additional reports can be developed to suit individual customer requirements and any requirements can be discussed with your Helping Hand Sales Manager or contact the IT department at the Helping Hand.

Phone: 01531 638002 or 01531 638039
Email: it@helpinghand.co.uk

TITLE BAR MENU OPTIONS



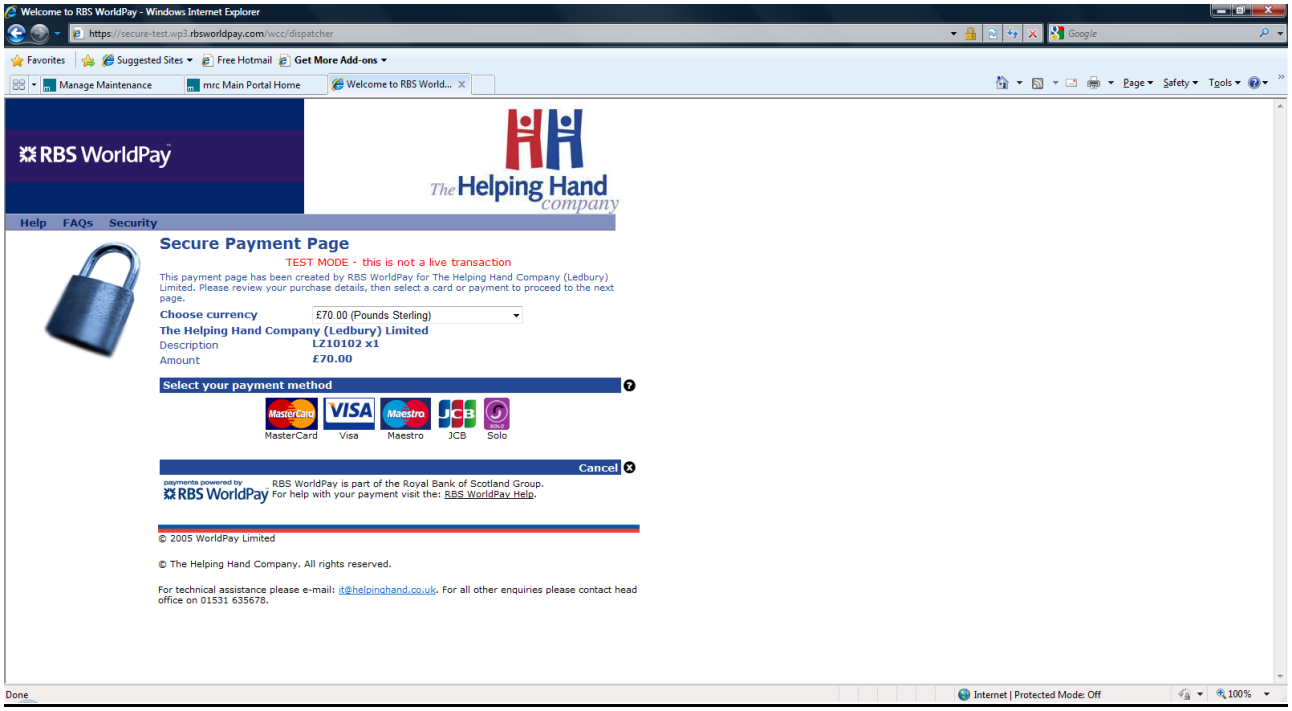
HOME – returns you to the main menu. HELP – Displays Help for the cushion shop.

Contact us – Provides an email option to Pressure Care Sales.

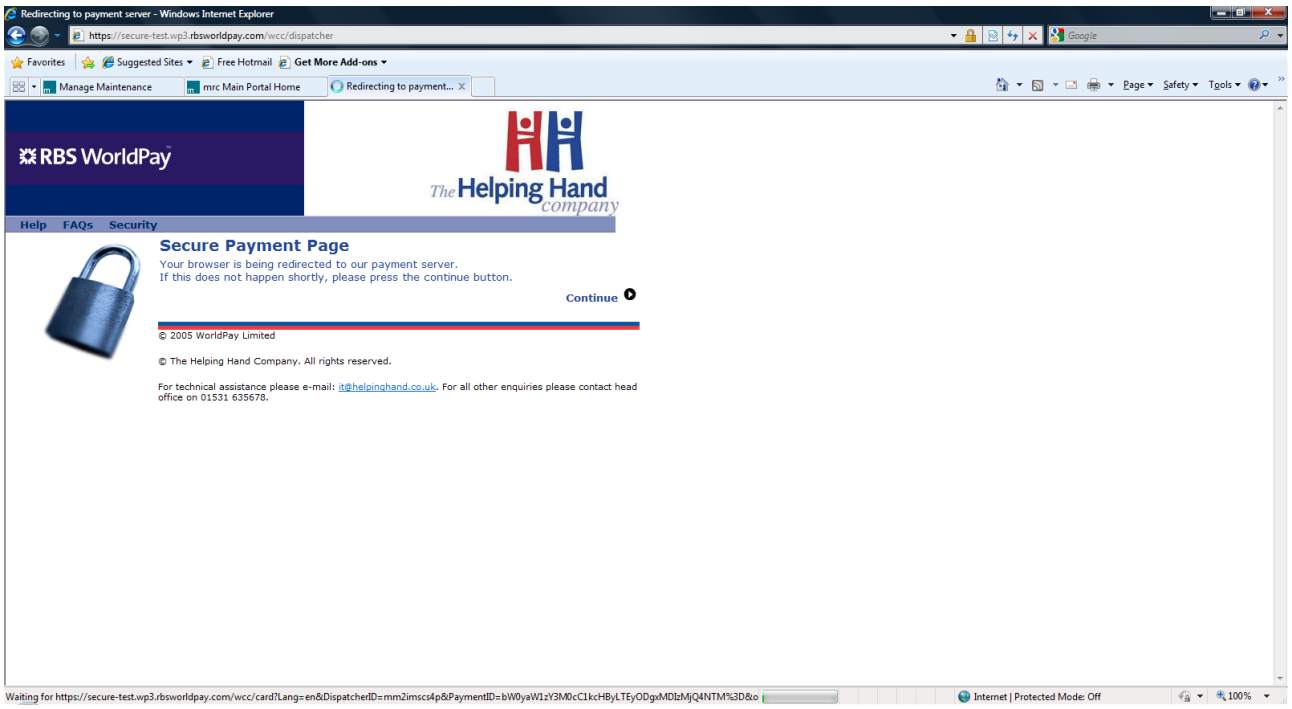
Back to CUSHION Menu – returns you to the main menu.

It@helpinghand.co.uk – email link to the Helping Hand Company IT department for any technical issues or help.

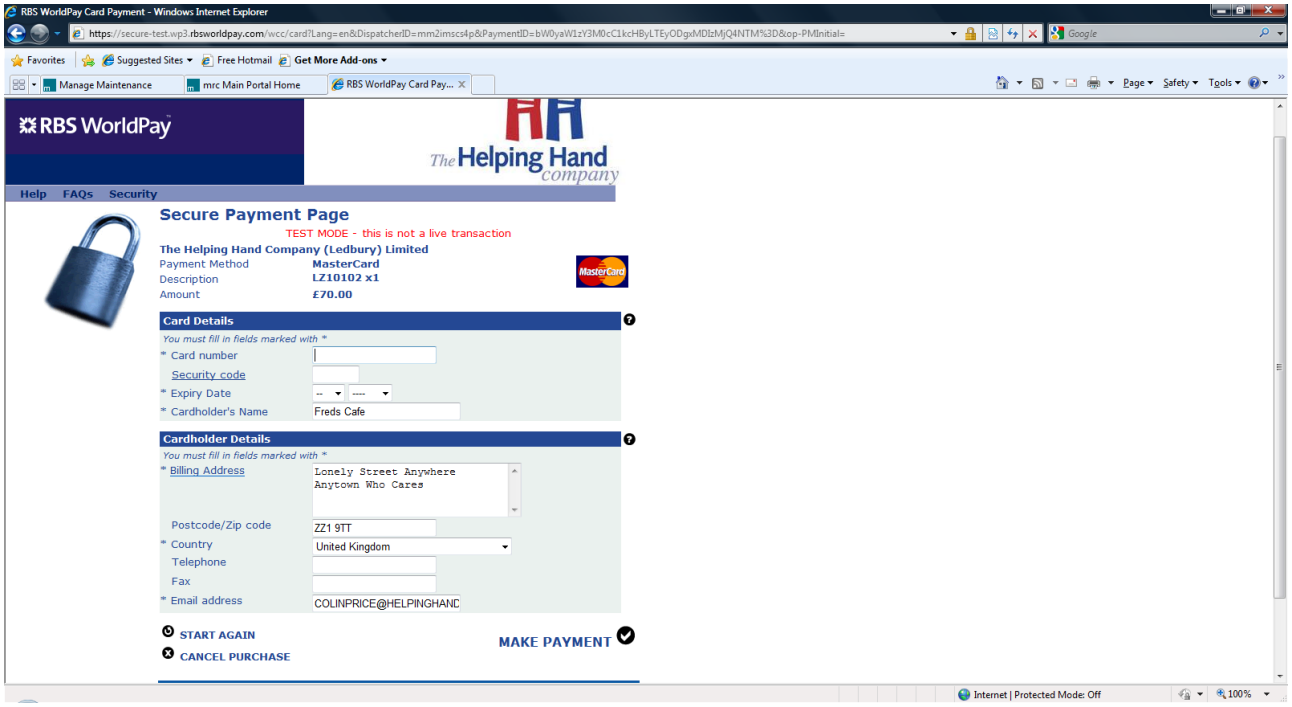
APPENDIX A


Welcome to RBS WorldPay - Windows Internet Explorer
RBS WorldPay
The Helping Hand company
Help FAQs Security
Secure Payment Page
TEST MODE - this is not a live transaction
This payment page has been created by RBS WorldPay for The Helping Hand Company (Ledbury) Limited. Please review your purchase details, then select a card or payment to proceed to the next page.
Choose currency
£70.00 (Pounds Sterling)
The Helping Hand Company (Ledbury) Limited
Description
LZ10102 x1
Amount
£70.00
Select your payment method
MasterCard
Visa
Maestro
JCB
Solo
Cancel
RBS WorldPay is part of the Royal Bank of Scotland Group.
For help with your payment visit the: RBS WorldPay Help.
© 2005 WorldPay Limited
© The Helping Hand Company. All rights reserved.
For technical assistance please e-mail: it@helpinghand.co.uk. For all other enquiries please contact head office on 01531 635678.
Done

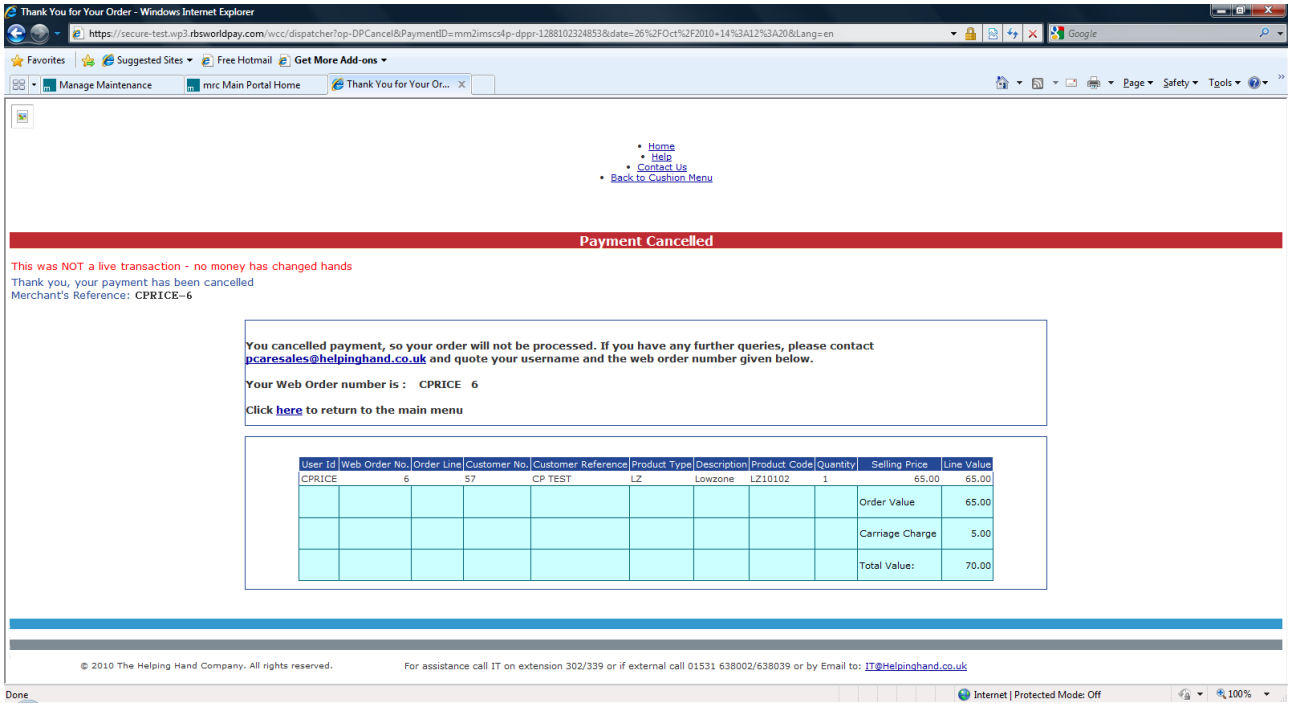
The above screen is displayed when you place the order if you selected payment by credit card. The amount and the web order reference are displayed and you now need to select your type of card.


Redirecting to payment server - Windows Internet Explorer
RBS WorldPay
The Helping Hand company
Help FAQs Security
Secure Payment Page
Your browser is being redirected to our payment server.
If this does not happen shortly, please press the continue button.
Continue
© 2005 WorldPay Limited
© The Helping Hand Company. All rights reserved.
For technical assistance please e-mail: it@helpinghand.co.uk. For all other enquiries please contact head office on 01531 635678.
Waiting for https://secure-test.wp3.rbsworldpay.com/wcc/card?Lang=en&DispatcherID=mm2imscs4p&PaymentID=bW0yaW1zY3M0cC1kcHByLTEyODgxMDIzMjQ4NTM%3D&o

Please click on continue if you have not been automatically redirected.



Please enter your credit card details as requested and click on **MAKE PAYMENT.** If you want to cancel the payment then lick on **CANCEL PURCHASE** and you will be returned to the following screen. Use the link to return to the main menu. Your web order is now at PENDING status and can be accessed from the VIEW PENDING ORDERS option.


Thank You for Your Order - Windows Internet Explorer
Home
Help
Contact Us
Back to Cushion Menu
Payment Cancelled
This was NOT a live transaction - no money has changed hands
Thank you, your payment has been cancelled
Merchant's Reference: CPRICE-6
You cancelled payment, so your order will not be processed. If you have any further queries, please contact pcaresales@helpinghand.co.uk and quote your username and the web order number given below.
Your Web Order number is : CPRICE 6
Click here to return to the main menu
User Id Web Order No. Order Line Customer No. Customer Reference Product Type Description Product Code Quantity Selling Price Line Value
CPRICE 6 57 CP TEST LZ Lowzone LZ10102 1 65.00 65.00
Order Value 65.00
Carriage Charge 5.00
Total Value: 70.00
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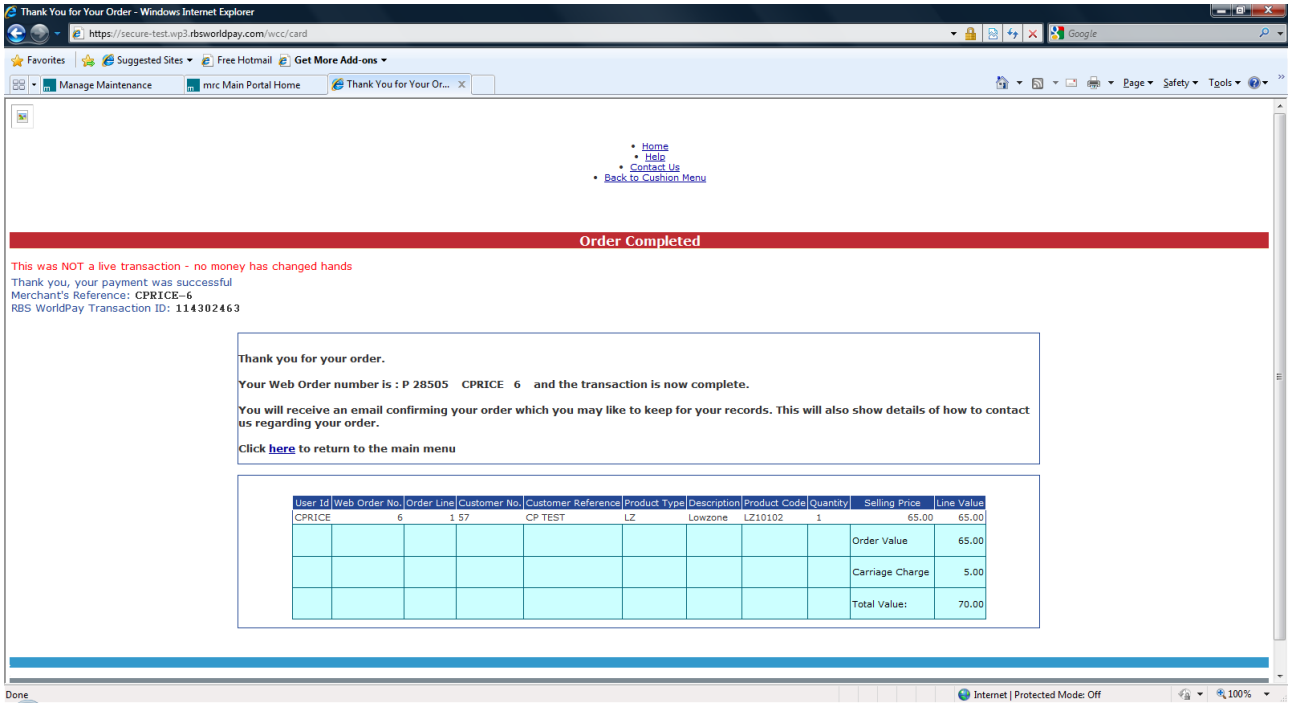
For assistance call IT on extension 302/339 or if external call 01531 638002/638039 or by Email to: IT@Helpinghand.co.uk

If you do select **MAKE PAYMENT** then the following confirmation screen is displayed.



Use the link to return to the main menu. You will see the web order reference together with the Helping Hand Sales Order number.

CONTACT DETAILS:

IT Department
Helping Hand Company Ltd.

Helping Hand Company Ltd.,
Bromyard Road,
LEDBURY
Herefordshire
HR8 1NS

Tel: 01531 635678
Fax: 01531 635670
Email: pcaresales@helpinghand.co.uk